MBTA Systemwide Passenger Survey

Rapid Transit/Light Rail 1994

RED LINE AND MATTAPAN TROLLEY

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Survey Form

Introduction

This report presents the results of a comprehensive survey of Red Line passengers conducted for the Massachusetts Bay Transportation Authority by the Central Transportation Planning Staff in April and May 1994. This volume is one of a four-volume set covering the MBTA's rapid transit and light rail lines. Together, these reports form the second component of a systemwide survey covering all MBTA transit services. The report on commuter rail passengers was published in March 1995, and the reports on bus passengers are being published through the summer and fall of 1997. When complete, the systemwide survey will have collected the largest body of detailed information obtained from MBTA passengers since the late 1970s. (The last comparable surveys were done for commuter rail in 1975 and for bus and rapid transit in 1978. Several smaller-scale surveys have been conducted in conjunction with specific projects during the intervening years.)

The survey form, a copy of which appears at the end of this volume, contained 23 questions covering objective travel characteristics (such as origin, destination and trip purpose), passenger demographics and subjective views of service quality. Space was also provided for written comments and suggestions.

Survey forms were offered to all passengers entering Red Line stations or boarding cars on the Mattapan Trolley from 6:00 A.M. to 3:30 P.M. This distribution strategy was designed to provide at least 85% of the passengers on the Red Line[1] on a typical day with an opportunity to pick up a survey form. Surveys were not given to passengers transferring to the Red Line at Downtown Crossing and Park Street; such passengers would have been covered at the station at which they first entered the rapid transit system. Completed forms could be returned to survey attendants in the stations, deposited in collection boxes at the downtown Boston stations, or mailed in postage-free. The number of surveys that were completed sufficiently to use (16,358) was equal to 16.6% of the total ridership within the survey period (98,461).

The results were entered in a computerized database from which responses to selected combinations of questions can be summarized at any level of aggregation. The tables contained in chapters 2 through 12 of this report are intended to provide an overview of the data available from the survey findings on a station-by-station basis, while chapter 1 provides an overview of the results

[1]The term "Red Line" will frequently be used inclusively for both the Red Line and the Mattapan Trolley.

for the Red Line as a whole. (The figure on the next page shows the lines and stations in the MBTA rapid transit/light rail system at the time the survey was conducted.) More specialized tables can be generated as needed.

The eleven sets of station-by-station tables in this volume are divided into two groups: those based on the station of entry to the system and those based on the station of exit. Eight of the tables are related to the entry station:

- Origin Locations and Activities
- Access to the Rapid Transit System
- Trip Purpose, Reasons for Using Rapid Transit and Alternate Means
- Exits from the Rapid Transit System
- Rapid Transit Usage Rates
- Automobile Availability Data
- Socioeconomic Data
- Customer Service Data.

The final three sets of tables are related to the exit station:

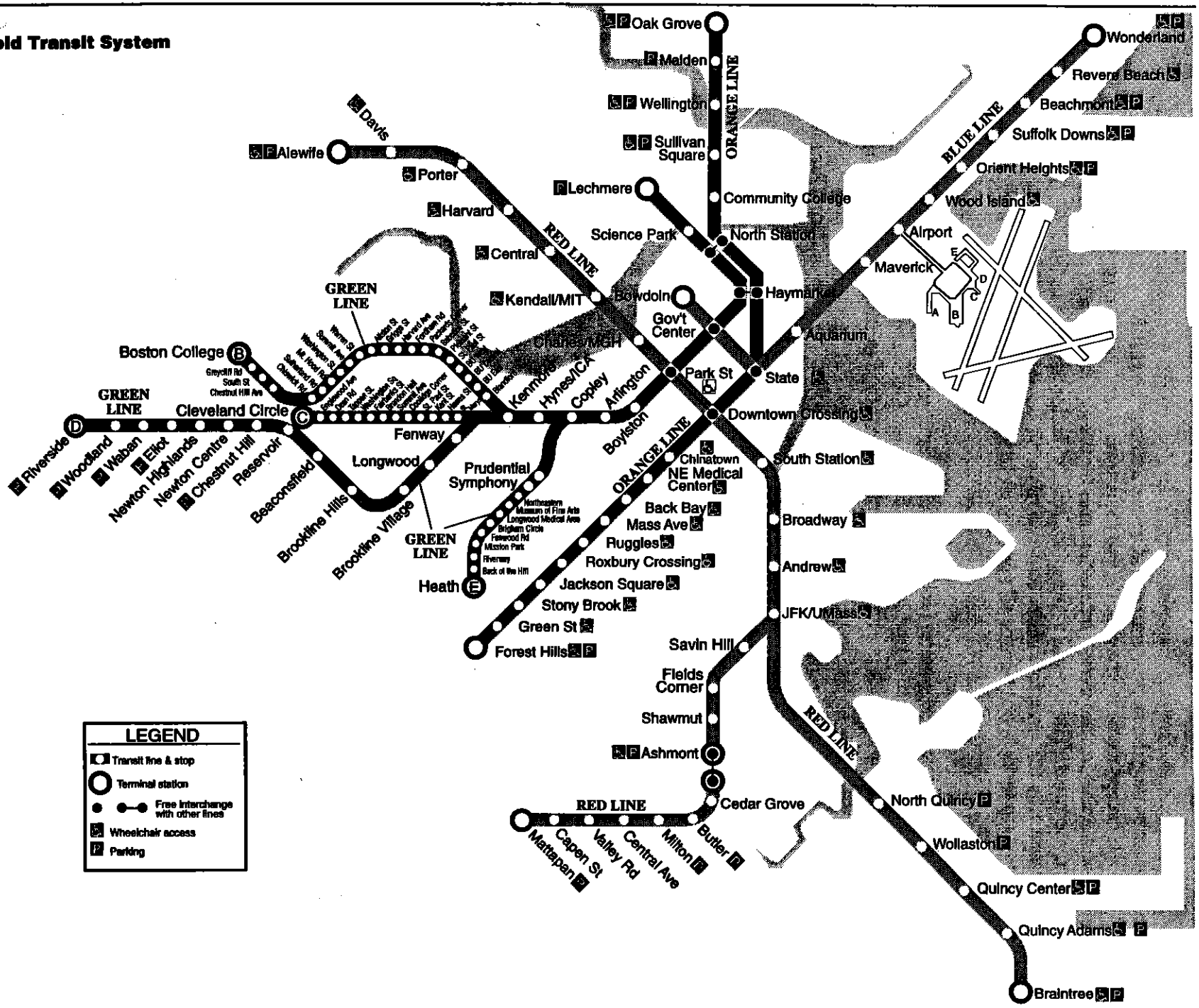
- Entries to the Rapid Transit System
- Egress from the Rapid Transit System
- Destination Locations and Activities.

In addition to the tables, chapters 2 through 12 present overviews of the major findings and explanations of how to understand the tables. The tables for Downtown Crossing and Park Street in these chapters concern only Red Line riders boarding and exiting at those stations. Appendix B contains selected tables for these transfer stations which include all riders; that is, Red Line and Orange Line riders at Downtown Crossing, and Red Line and Green Line riders at Park Street.

Rather than discuss all 22 Red Line stations and the 8 surface stops on the Mattapan Trolley simultaneously, the summaries of the data in chapters 2 through 12 will divide the Red Line into four parts: the "Northern Segment" (Alewife through Kendall/MIT), the "Central Segment" (Charles/MGH through Broadway), the "Dorchester Branch" (Andrew through Ashmont and the Mattapan Trolley), and the "South Shore Branch" (North Quincy through Braintree). Chapter 1, in addition to providing the results for the Red Line as a whole, summarizes the data for each of these four parts as well.

Most of the returned surveys included written comments and suggestions. These were tallied manually and summarized by topic in a series of spreadsheets. Chapter 13 of this volume discusses the most frequent comments and provides tabular summaries of the comments by station.

MBTA Rapid Transit System



Appendix A, following chapter 13, provides documentation of the methods used in distributing the survey forms and in expanding the results. All tables in this report, except those in chapter 13, use expanded data. As discussed in Appendix A, expansion factors varied by station and by time of day due to differences in response rates. The overall average expansion factor applied to the Red Line surveys was 6.0. In a few cases, because of small samples, expansion factors ranged up to 29.3, but 92% of all surveys were weighted at 10 or less, and 98% at 15 or less.

Note that because expansion factors were carried out to two decimal places, all of the numbers in the tables involve some rounding. Occasionally, some totals may be off by one or two riders or by a tenth of a percentage point due to the rounding.

The table shown on the next page presents the total number of boardings for each Red Line station by time period.[2] These time periods are the ones used in developing expansion factors for the survey responses (see Appendix A). Note that there are no boarding counts in the table for the Mattapan Trolley. See Appendix A for a discussion of the expansion of Mattapan Trolley surveys.

It is important to remember that the results presented in this document represent people on the Red Line only between the hours of 6:00 A.M. and 3:30 P.M. While it is true that most of the people using the Red Line after 3:30 P.M. are the same people who used it during the survey period, only making the reverse trip, further manipulation of the data is necessary to draw conclusions about all-day ridership.

Every effort was made to obtain a representative sample of Red Line riders. As in any survey with less than a 100% response, it was impossible to guarantee that results were fully representative. Some likely sources of bias are discussed in Appendix A.

[2]The boardings shown for Downtown Crossing and Park Street include only riders who had entered the system at those stations. They do not include people transferring from the Orange and Green lines.

Red Line Boardings by Station by Time Period

	6:00 to 8:59 A.M.	9:00 to 11:59 A.M.	12:00 to 1:59 P.M.	2:00 to 3:30 P.M.	TOTAL
Alewife	4,711	1,451	583	367	7,112
Davis	4,073	1,683	672	496	6,924
Porter	4,566	2,214	935	530	8,245
Harvard	6,140	2,564	1,688	2,482	12,874
Central	2,572	1,634	1,251	875	6,332
Kendall	759	1,297	1,190	1,057	4,303
Charles/MGH	979	857	586	860	3,282
Park Street*	249	552	569	411	1,781
Downtown Crossing*	484	847	1,467	955	3,753
South Station	2,045	1,709	1,499	780	6,033
Broadway	499	396	253	282	1,430
Andrew	1,420	450	364	220	2,454
JFK/UMass	1,153	943	558	778	3,432
Savin Hill	763	222	146	70	1,201
Fields Corner	1,643	674	412	337	3,066
Shawmut	809	270	62	56	1,197
Ashmont	4,054	1,052	658	319	6,083
North Quincy	2,828	667	423	327	4,245
Wollaston	2,327	559	163	164	3,213
Quincy Center	3,723	1,023	450	415	5,611
Quincy Adams	2,513	395	115	77	3,100
Braintree	2,498	144	77	71	2,790
	50,808	21,603	14,121	11,929	98,461

*Red Line passengers only; see Appendix A

1. Results for the Red Line as a Whole

This chapter provides an overview of survey results for the Red Line as a whole, as well as summarizing the results for the six stations on the Northern Segment (Alewife through Kendall), the five stations on the Central Segment (Charles/MGH through Broadway), the six stations (Andrew through Ashmont) plus the Mattapan Trolley on the Dorchester Branch, and the five stations on the South Shore Branch (North Quincy through Braintree). Following this overview is a series of tables showing statistics for all passengers boarding at Red Line stations during the survey period (as well as three tables related to passengers exiting from Red Line stations). Explanations of how to understand these tables can be found in chapters 2 through 12. The entire series of tables is presented for the Red Line as a whole, followed by the tables for each of the four segments, interleaved to allow for easy comparison.

Origin Locations and Activities

Most of the origin locations of the people boarding the Red Line were in the cities, towns and neighborhoods directly served by the Red Line, led by Boston (26.1% for all neighborhoods combined), Cambridge (23.3% for all neighborhoods) and Quincy (9.8%). For the Northern Segment, Cambridge dominated the origin locations, with Somerville and Arlington also contributing significant numbers of passengers. Origins on the Central Segment were almost exclusively located in neighborhoods of the city of Boston. The Dorchester Branch serves mainly that neighborhood, though 21% of passengers came from South Boston, Milton and Mattapan. Quincy provides half of the passengers boarding on the South Shore Branch, with the rest coming from a wide range of towns in the southeastern part of Massachusetts.

By far the most common origin activity was "home," accounting for 75% of Red Line origins overall. Work and school accounted for an additional 15%. The distribution of activities on the Northern Segment was similar to the results for the line as a whole, while the Central Segment was far more oriented toward work, which accounted for 31% of origin activities. The Dorchester Branch and the South Shore Branch were more residentially-oriented than the Red Line overall, with 85% and 93% of trips, respectively, beginning at home.

Access to the Rapid Transit System

The most common mode of access to the Red Line as a whole was walking, accounting for 56% of all trips in the survey period. The next most common modes were bus at 19% and park 'n' ride at 15%. The percentages that these modes captured varied quite a bit from station to station. The bus route contributing the most passengers to the Red Line was Route 73 (Waverley Square to Harvard) at more than 1,700, followed by Route 71 (Watertown Square to Harvard) and the UMass shuttle bus.

On the Northern Segment, the percentages for walking and bus were higher and the percentage for park 'n' ride was lower compared to the Red Line as a whole. On the Central Segment, walking accounted for even more of the access, while commuter rail accounted for 14%; park 'n' ride was insignificant. The percentage of walk access trips for the Dorchester Branch was similar to the Red Line average, but bus access was more important, at 27%. Park 'n' ride was most common on the South Shore Branch (45%), but bus access also was significant (15%) because of the many routes serving Quincy Center station.

The average length of access trips to the Red Line varied by mode. The average time for walk trips was 7.4 minutes, while the average park 'n' ride trip took 19 minutes. Drop off trips took 13 minutes on average. Access times were slightly longer on the Northern Segment, while they were mostly shorter on the Central Segment (other than for drop off trips). Walk times on the Dorchester Branch were close to the Red Line average, but auto access trips were significantly shorter: only 12 minutes for park 'n' ride and 10 minutes for drop off. Access times for the South Shore were significantly longer than for the Red Line as a whole.

The time spent waiting at the station for Red Line trains averaged 4.5 minutes during the survey period. On the Northern Segment, wait times were shorter (3.5 minutes) while on the Dorchester and Ashmont branches they were longer (5.4 and 5.8 minutes, respectively), reflecting the fact that Northern Segment received roughly double the service of each of the southern branches individually. The wait times at Alewife, Ashmont and Braintree stations were significantly shorter than at other stations because respondents did not consider time sitting in a train during layover to be "wait" time.

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Over 86% of all trips on the Red Line were home-based (that is, home was either the origin or destination of the trip), and most of these (65% of all trips) were home-based work trips. This was especially true on the South Shore Branch where home-based work trips accounted for 82% of all trips. The next most common type of home-based trip overall was home-based school, at 8.4%, followed by home-based personal business at 4.8%. Home-based school was most common on the Dorchester Branch (11%) and the Nothern Segment (9.5%),

while home-based personal business was most common on the Central Segment (8%). Trips between work and some place other than home accounted for 10% of the total. Most of these trips began at the downtown stations and consisted of lunchtime errands and the like. These trips were most common on the Central Segment (20%), but were also significant on the Northern Segment (11%).

The most frequent reason cited for using rapid transit was "convenience." Over 68% of the passengers marked this choice. The cost of parking downtown was the second most frequent reason marked (42%), followed by "speed/travel time" at 34%. Among the four segments, cost of parking downtown had the greatest importance on the South Shore (54%), while convenience had greater than average importance for the Northern Segment (73%).

If the Red Line were not available, 42% of the passengers would likely drive alone in order to make their trips (52% on the South Shore Branch). Another 22% would use other MBTA services, including buses and commuter rail, and 14% would either walk or bicycle. On the Central Segment, 12% of riders would walk instead of riding the Red Line, while only 2% of South Shore riders considered walking an option. Roughly 8% of the passengers would not make their trip at all if the Red Line were unavailable.

Exits from the Rapid Transit System

Of the approximately 99,000 trips that began on the Red Line during the survey period, over 74,000 (75%) also ended on the Red Line. The most common exit stations were South Station, Downtown Crossing and Park Street, which together accounted for 35% of all exits. After the Red Line, the next most common line from which to leave the system was the Green Line (16% of all exits). Transferring to other lines was more common for passengers on the southern branches than for those boarding on the Northern Segment.

Usage Rates by Fare Type

Just about half of Red Line riders use the rapid transit system five days per week, and another 25% use the system six or seven days per week. The overall average usage is 4.6 days per week. Five-day-per-week usage was most common on the South Shore Branch (67%), while six or seven-day-per-week usage accounted for roughly 30% of passengers on the Northern Segment and the Dorchester Branch.

Over 60% of Red Line riders used a monthly pass to pay their fare (66% on the South Shore). These pass users ride the Red Line 5.3 days per week on average and make 2.4 trips per day. Tokens and adult cash fares accounted for 32% of trips, and, as would be expected, these riders use the Red Line less than the monthly pass riders: only 3.4 days per week and 2.2 trips per day. The only other significant form of fare payment was the senior citizen/disabled reduced fare, accounting for 6% of trips (somewhat higher on the Central Segment and

the Dorchester Branch). These riders use the system 3.4 days per week on average and make 2.2 trips per day.

Automobile Availability Data

The vast majority of the riders (88%) had a driver's license. Fewer, but still a majority (56%), had a car available for their trip (that is, they could have driven instead of taking the Red Line). This figure was higher on the South Shore Branch, at 74%, while the Dorchester Branch was at 45%. Roughly half of those people who had no automobile available did not own any vehicles (22%). Over 71% of the riders overall and 81% on the Dorchester Branch owned less than one vehicle per capita, indicating a high degree of transit dependency.

Socioeconomic Data

Over 80% of the riders were between the ages of 25 and 64. Another 13.5% were of college age (18 to 24), and 5% were over the age of 65. Only a small number of riders were 17 or under, but that may be due to undersampling and a low response rate among children. The age distributions on the Northern Segment and the Dorchester Branch were somewhat skewed toward the younger categories while the opposite was true on the Central Segment and the South Shore Branch.

The majority of the riders were women. This phenomenon is evidence for the anecdotal belief that in two-wage-earner households, the man more often than not gets the car while the woman takes transit.

The survey form asked respondents to mark their occupation. Nearly 60% of all respondents marked "Professional." This "occupation" was so frequently chosen partly because it is often broadly defined, and even when narrowly defined covers a large number of specific occupations. Also, it may be that people who are in "professional" occupations are more likely to fill out the survey form than other people. The second most common occupation was "Student" at 14%, followed by "Clerical" at 12%. Clerical workers were more common on the southern branches, while students were more common on the Northern Segment.

Red Line passengers as a whole were spread evenly across the six income categories. The Dorchester Branch exhibited somewhat lower incomes than the other parts of the Red Line.

Customer Service Data

Passengers were asked to rate the Red Line on a scale of 1 ("very poor") to 5 ("very good") for twelve specific measures of service quality. Parking availability and explanation of delays were the measures which received the worst ratings (2.6 or 2.7 on average), while station condition, personal safety, frequency of service and travel time/speed received the best ratings (3.4 to 3.5).

These highly-rated measures were among those felt to be most important by Red Line riders. The measures that received the lowest ratings were among those felt to be least important. The measure considered most important, reliability, was rated only barely above average. Ratings were generally higher on the Northern Segment and lower on the Dorchester Branch, compared to the Red Line as a whole.

Only 17% of Red Line riders had ever filed a complaint with the MBTA. Of those who had, 36% stated that their complaint had been handled within two weeks, but only 27% said that it had been handled satisfactorily.

Entries to the Rapid Transit System

Of the 95,000 people exiting the rapid transit system at Red Line stations during the survey period, 77% (73,000 people) had entered the system on the Red Line. Eleven percent had transferred from the Green Line. Transfers from the Green Line were more common among people exiting on the southern branches than on the Northern Segment.

Egress from the Rapid Transit System

Most people exiting from Red Line stations during the survey period walked to their destination. Of the 16.5% who did not walk, 7% took an MBTA bus, 4% took other buses and shuttles, and 3% got into their parked car and drove. By far the most common bus route transferred to was the UMass Harbor Campus shuttle bus. The percentage walking was higher on the Central Segment (94%), but much lower on the southern branches (46% and 50%), where other modes were more common.

The average length of walk egress trip was somewhat shorter than the average length of walk access trip, 6.3 vs. 7.4 minutes. This difference reflects the close spacing of the Red Line stations in the downtown area, which were the primary exit points. The most common destinations in the Financial-Retail district are only a short walk from a Red Line station.

Destination Locations and Activities

More than 40% of the people exiting from Red Line stations during the survey period were destined for either the Financial-Retail district, Kendall Square or Harvard Square. Other downtown neighborhoods receiving large numbers of Red Line passengers included the Waterfront, Beacon Hill and Government Center. The most common destinations outside of downtown Boston were North Dorchester and Quincy. Northern Segment passengers were headed mainly to destinations in Cambridge, while Central Segment destinations were tightly focussed on the downtown area.

The most common destination activity was "work," accounting for 63% of all trips. This figure is in line with the 65% of people boarding the Red Line whose trip purpose was home-based work. The next most common destination activity was "home," representing people returning from non-work trips or people whose work day ends before 3:00 P.M. School, personal business and shopping each accounted for between 4% and 8% of destination activities. School was more common as a destination on the Dorchester Branch (28%) as well as on the Northern Segment (11%) than for the rest of the Red Line.

Comments and Suggestions

No table for passenger comments and suggestions is included in this chapter. Chapter 13 in this volume summarizes the comments written on the survey forms and includes a table listing every distinct comment submitted.

The most frequent comments were complaints about delays and unreliability, requests for more service and better security, and requests for better enforcement of the no smoking policy. Other frequent comments included the following:

- Requests for clearer public address announcements
- Complaints about overcrowding
- Complaints about uncleanliness
- Requests for new train equipment

In general, people felt that Red Line service needed improvement, especially in the area of reliability. Riders on the Dorchester Branch perceived their service as being worse than the rest of the Red Line, while Northern Segment riders were more satisfied overall.

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **All stations** **Red Line and Mattapan Trolley**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Quincy	9,618	9.8%	89.6%	2.4%	4.6%	0.8%	0.5%	0.5%	1.5%
Cambridge: Harvard Square	7,332	7.5%	50.9%	14.1%	17.0%	4.2%	7.5%	3.9%	2.3%
Boston: South Dorchester	6,224	6.3%	92.8%	0.5%	3.3%	1.1%	1.1%	0.7%	0.5%
Boston: North Dorchester	5,810	5.9%	73.4%	16.0%	7.4%	1.3%	0.2%	0.8%	1.1%
Cambridge: Central Square	5,368	5.5%	75.1%	1.1%	10.8%	3.6%	5.3%	1.8%	2.3%
Somerville: Davis Square	5,147	5.2%	92.4%	1.8%	1.9%	2.0%	0.6%	1.2%	0.3%
Cambridge: North Cambridge	4,835	4.9%	79.2%	2.1%	7.0%	3.5%	3.9%	3.9%	0.4%
Cambridge: Kendall/MIT	4,262	4.3%	29.2%	16.8%	41.9%	3.4%	0.8%	3.5%	4.5%
Boston: Financial-Retail	3,932	4.0%	4.9%	2.3%	39.9%	15.5%	26.2%	4.1%	7.1%
Arlington	3,372	3.4%	96.5%	0.3%	1.5%	0.5%	0.3%	0.7%	0.2%
Boston: South Boston	3,232	3.3%	69.7%	2.8%	19.1%	2.4%	0.5%	2.3%	3.3%
Somerville: Spring Hill	2,961	3.0%	92.8%	1.2%	1.9%	1.7%	1.0%	1.4%	
Boston: Beacon Hill	2,799	2.8%	51.5%	1.6%	23.4%	19.3%	0.3%	2.4%	1.5%
Weymouth	1,982	2.0%	98.0%		1.0%	0.3%			0.6%
Belmont	1,749	1.8%	95.4%	0.4%	1.9%	0.7%		1.0%	0.6%
Milton	1,702	1.7%	90.6%	3.8%	1.7%	0.4%		1.4%	2.1%
Braintree	1,607	1.6%	92.8%	0.2%	2.0%	1.6%	1.7%	1.0%	0.7%
Boston: Waterfront	1,556	1.6%	5.9%	0.6%	73.8%	8.6%	1.3%	2.6%	7.3%
Watertown	1,278	1.3%	93.4%		3.9%	1.4%	0.8%		0.5%
Lexington	1,188	1.2%	91.4%		5.6%	1.8%	0.3%	0.6%	0.3%
Boston: Mattapan	1,136	1.2%	91.6%		2.6%		3.0%		2.8%
Cambridge: Fresh Pond	1,056	1.1%	81.8%	4.2%	7.4%	3.0%		2.8%	0.9%
Medford	954	1.0%	80.5%	13.8%	1.4%	1.1%	1.0%	1.3%	0.9%
Boston: Allston/Brighton	951	1.0%	86.5%	4.0%	6.7%	1.0%		0.8%	1.0%
Randolph	918	0.9%	99.1%		0.6%			0.3%	
Other	17,421	17.7%	81.2%	2.0%	8.7%	2.7%	1.8%	0.9%	2.7%
TOTAL	98,386	100.0%	74.9%	4.2%	11.3%	3.2%	2.8%	1.6%	1.9%
Unknown	455								

CTPS
8/28/97

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **All stations** **Red Line and Mattapan Trolley**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	55,468	56.2%
Park 'n' ride	14,887	15.1%
Drop off	5,817	5.9%
Bicycle	192	0.1%
Taxicab	101	0.1%
Other	186	0.1%
Total private trans.	76,652	77.8%
Bus	18,540	18.8%
Commuter rail	3,268	3.3%
Other	105	0.1%
TOTAL	98,565	100.0%
No Answer	277	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
73	1,729	9.3%	1.8%
71	911	4.9%	0.9%
UMAS	848	4.6%	0.9%
77	736	4.0%	0.7%
20	627	3.4%	0.6%
79	610	3.3%	0.6%
220	545	2.9%	0.6%
225	535	2.9%	0.5%
240	525	2.8%	0.5%
74	463	2.5%	0.5%
Other	11,008	59.4%	11.2%
TOTAL	18,537	100.0%	18.8%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	28,456	51.7%	2,719	18.4%	2,310	40.3%	211	44.1%	33,762	44.3%
6-10	18,334	33.3%	3,277	22.1%	1,499	26.1%	143	29.9%	23,283	30.5%
11-15	6,334	11.5%	2,500	16.9%	750	13.1%	79	16.5%	9,695	12.7%
16-20	1,399	2.5%	2,028	13.7%	375	6.5%	23	4.8%	3,837	5.0%
21-30	448	0.8%	2,273	15.4%	386	6.7%	4	0.8%	3,111	4.1%
31-45	76	0.1%	1,321	8.9%	274	4.8%	15	3.1%	1,693	2.2%
Over 45	32	0.1%	679	4.6%	144	2.5%	4	0.8%	859	1.1%
TOTAL	55,079	100.0%	14,797	100.0%	5,738	100.0%	479	100.0%	76,240	100.0%
No Answer	388		89		79		0		643	
Mean	7.4		19.0		12.7		9.9		10.1	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	20,092	20.8%	20.8%
2-4 minutes	30,328	31.4%	52.1%
5-7	29,044	30.1%	82.2%
8-10	12,741	13.2%	95.4%
11-15	3,597	3.7%	99.1%
16-20	737	0.8%	99.9%
Over 20	91	0.1%	100.0%
TOTAL	96,630	100.0%	100.0%
No Answer	2,211		
Mean	4.5		

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1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **All stations** **Red Line and Mattapan Trolley**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	63,260	65.2%	65.3%
Home-based School	8,208	8.4%	73.7%
Home-based Shopping	3,785	3.9%	77.7%
Home-based Social Activity	2,261	2.3%	80.0%
Home-based Personal Business	4,663	4.8%	84.8%
Home-based Other	1,603	1.6%	86.5%
Work-based	9,558	9.8%	96.3%
Non Home or Work-based	3,570	3.6%	100.0%
TOTAL	96,908	100.0%	100.0%
No Answer	1,933		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	67,223	68.0%
Speed/Travel time	33,872	34.2%
Comfort/relaxation	16,986	17.1%
Cost of parking downtown	42,059	42.5%
Environmentally responsible	32,631	33.0%
Only transportation available	29,789	30.1%
Other	8,290	8.3%
TOTAL RIDERS	98,842	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	41,798	42.2%
Bicycle	6,940	7.0%
Private bus	2,079	2.1%
Walking	6,816	6.8%
Other MBTA service unspec.	20,748	20.9%
MBTA Bus	1,044	1.0%
MBTA Commuter rail	274	0.2%
MBTA Ferry	263	0.2%
Carpool/vanpool	5,444	5.5%
Would not make trip	7,846	7.9%
Taxicab	1,659	1.6%
Get a ride	1,073	1.0%
Move	298	0.3%
Change job/quit job	106	0.1%
Don't know	465	0.4%
Other	1,982	2.0%
TOTAL RIDERS	98,842	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **All stations** — **Red Line and Mattapan Trolley**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	2,240	2.3%	
Davis	1,866	1.9%	
Porter	1,477	1.5%	
Harvard	8,708	8.8%	
Central	2,889	2.9%	
Kendall	8,964	9.1%	
Charles	4,819	4.9%	
Park Street	9,935	10.1%	16,397
Downtown Crossing	11,585	11.7%	6,664
South Station	12,631	12.8%	
Broadway	1,220	1.2%	
Andrew	489	0.5%	
JFK/UMass	2,273	2.3%	
Savin Hill	190	0.2%	
Fields Corner	515	0.5%	
Shawmut	109	0.1%	
Ashmont	793	0.8%	369
North Quincy	1,178	1.2%	
Wollaston	457	0.5%	
Quincy Center	1,123	1.1%	
Quincy Adams	469	0.5%	
Braintree	491	0.5%	
TOTAL	74,420	75.4%	

Green Line	Number of Riders	Percent of Riders	Transfers from
Lechmere	210	0.2%	
Science Park	99	0.1%	
North Station	560	0.6%	
Haymarket	501	0.5%	
Government Center	1,848	1.9%	802
Park Street	0	0.0%	
Boylston	856	0.9%	
Arlington	2,451	2.5%	
Copley	2,213	2.2%	
Hynes Conv. Ctr.	702	0.7%	
Kenmore	830	0.8%	
B Blandford–Babcock	979	1.0%	
B Pack. Cor.–Warren St.	213	0.2%	
B Summit Ave.–BC	150	0.2%	
C St. Mary's–Winchester	432	0.4%	
C Brandon–Cleveland Cir.	179	0.2%	
D Fenway–Longwood	673	0.7%	
D Brook. Vill.–Brook. Hills	366	0.4%	
D Beaconsfield–Ches. Hill	130	0.1%	
D Newton Centre–Eliot	183	0.2%	
D Waban–Riverside	140	0.1%	
E Prudential–Symphony	462	0.5%	
E Northeastern–Museum	640	0.6%	
E Long. Med. –Brig Cir.	791	0.8%	
E Fenwood Rd.–Heath	137	0.1%	
TOTAL	15,744	15.9%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	60	0.1%	
Malden Center	336	0.3%	
Wellington	248	0.3%	
Sullivan Square	261	0.3%	
Community College	286	0.3%	
North Station	738	0.7%	
Haymarket	346	0.4%	
State	1,067	1.1%	322
Downtown Crossing	0	0.0%	
Chinatown	179	0.2%	
New Eng. Med. Cent.	500	0.5%	
Back Bay	1,374	1.4%	
Mass. Ave.	158	0.2%	
Ruggles	354	0.4%	
Roxbury Crossing	105	0.1%	
Jackson Square	52	0.1%	
Stony Brook	84	0.1%	
Green	159	0.2%	
Forest Hills	319	0.3%	
TOTAL	6,625	6.7%	

Blue Line	Number of Riders	Percent of Riders	Transfers from
Wonderland	71	0.1%	
Revere Beach	57	0.1%	
Beachmont	42	0.0%	
Suffolk Downs	49	0.0%	
Orient Heights	45	0.0%	
Wood Island	24	0.0%	
Airport	421	0.4%	
Maverick	159	0.2%	
Aquarium	176	0.2%	
State	7	0.0%	
Government Center	0	0.0%	
Bowdoin	127	0.1%	
TOTAL	1,178	1.2%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers from
Ashmont	112	0.1%	2,134
Cedar Grove	20	0.0%	
Butler	26	0.0%	
Milton	32	0.0%	
Central Ave	191	0.2%	
Valley Road	13	0.0%	
Capen Street	9	0.0%	
Mattapan	371	0.4%	
TOTAL	774	0.8%	

Total All Exits	98,740	100.0%
Unknown Exits	101	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **All stations** **Red Line and Mattapan Trolley**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	6,280	6.3%	6.4%
One Day	2,755	2.8%	9.2%
Two Days	3,866	3.9%	13.1%
Three Days	5,960	6.0%	19.2%
Four Days	6,179	6.2%	25.5%
Five Days	48,192	49.0%	74.6%
Six Days	13,504	13.7%	88.3%
Seven Days	11,439	11.6%	100.0%
TOTAL	98,175	100.0%	100.0%
No Answer	667		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	3.4	2.15	8.09
31,355 riders 31.7%	St. Dev.	1.6	0.96	6.72
Adult monthly pass	Mean	5.3	2.42	13.25
60,032 riders 60.7%	St. Dev.	0.9	1.05	7.15
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	3.4	2.16	8.61
5,638 riders 5.9%	St. Dev.	1.8	1.07	8.03
Child/student	Mean	5.3	2.54	13.93
940 riders 0.9%	St. Dev.	0.9	1.34	8.51
Visitor Passport	Mean	4.5	3.15	12.47
38 riders 0.0%	St. Dev.	2.0	1.58	9.10
Other	Mean	5.1	2.79	15.39
519 riders 0.5%	St. Dev.	1.3	1.40	10.18
All payment types	Mean	4.6	2.32	11.35
98,842 riders 100.0%	St. Dev.	1.3	1.03	7.52

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **All stations** **Red Line and Mattapan Trolley**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	86,223	88.0%
Not Licensed	11,704	12.0%
TOTAL	97,927	100.0%
No Answer	915	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	54,968	55.9%
No Auto Available	43,325	44.1%
TOTAL	98,293	100.0%
No Answer	549	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	21,435	22.1%	22.1%
One Vehicle	39,224	40.4%	62.5%
Two Vehicles	27,034	27.8%	90.4%
Three Vehicles	6,511	6.7%	97.1%
Four Vehicles	2,084	2.1%	99.3%
Five or More Vehicles	699	0.7%	100.0%
TOTAL	96,987	100.0%	100.0%
No Answer	1,854		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	21,435	22.2%	22.3%
Less than 0.5 Vehicles	15,600	16.1%	38.4%
0.5 to 0.99 Vehicles	31,410	32.6%	71.1%
1.0 to 1.49 Vehicles	26,158	27.1%	98.2%
1.5 to 1.99 Vehicles	743	0.7%	99.0%
2.0 or More Vehicles	981	1.0%	100.0%
TOTAL	96,327	100.0%	100.0%
No Answer	2,514		

Mean Household Size 2.62

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **All stations** **Red Line and Mattapan Trolley**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	1,246	1.2%	1.3%
18 - 24	13,361	13.5%	14.9%
25 - 34	34,162	34.7%	49.6%
35 - 44	22,891	23.2%	72.9%
45 - 64	21,688	22.0%	94.9%
65 and Older	5,004	5.0%	100.0%
TOTAL	98,352	100.0%	100.0%
No Answer	489		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	43,072	44.0%
Female	54,603	55.9%
TOTAL	97,675	100.0%
No Answer	1,166	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	57,612	58.7%	58.7%
Tradesperson	2,525	2.5%	61.3%
Clerical	11,978	12.2%	73.5%
Sales/Retail	3,342	3.4%	76.9%
Homemaker	1,052	1.0%	78.0%
Student	13,831	14.1%	92.1%
Retired	3,808	3.8%	96.0%
Unemployed	1,354	1.3%	97.4%
Other	2,569	2.6%	100.0%
TOTAL	98,071	100.0%	100.0%
No Answer	771		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	11,866	13.0%	13.1%
$20,000 - $29,999	12,060	13.3%	26.4%
$30,000 - $39,999	14,390	15.8%	42.3%
$40,000 - $59,999	21,316	23.5%	65.8%
$60,000 - $79,999	14,722	16.2%	82.0%
Over $80,000	16,277	17.9%	100.0%
TOTAL	90,631	100.0%	100.0%
No Answer	8,210		

Mean Household Size	2.62

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **All stations** **Red Line and Mattapan Trolley**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.5	3.1%	9.1%	37.7%	35.7%	14.4%	94,955	3,887	3,174
Station cleanliness	3.4	4.3%	12.5%	37.9%	33.6%	11.7%	94,181	4,661	6,184
Parking availability	2.6	33.4%	15.9%	20.1%	17.5%	13.1%	60,030	38,812	4,634
Personal safety	3.5	3.4%	8.3%	34.1%	38.5%	15.7%	91,344	7,498	25,711
Vehicle security	3.0	14.4%	14.6%	39.6%	23.3%	8.1%	43,833	55,009	2,260
Cleanliness of trains	3.2	4.4%	15.5%	45.4%	28.7%	6.1%	92,071	6,771	6,751
Reliability	3.1	10.0%	19.2%	32.5%	28.6%	9.6%	95,011	3,831	35,661
Explanation of delays	2.7	18.1%	23.6%	32.2%	19.4%	6.7%	87,909	10,933	3,837
Announcement of stops	3.1	10.7%	20.1%	32.8%	23.8%	12.6%	92,632	6,210	1,232
Availability of seating	3.0	12.3%	18.4%	36.6%	23.7%	9.0%	93,794	5,048	8,385
Frequency of service	3.4	5.0%	12.5%	36.2%	34.7%	11.6%	94,162	4,680	28,803
Travel time/speed	3.4	5.1%	11.6%	34.2%	35.7%	13.4%	94,275	4,567	23,844

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	16,560	17.0%
No	80,697	83.0%
Total	97,257	100.0%
No Answer	1,585	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	5,598	36.4%
No	9,789	63.6%
Total	15,387	100.0%
No Answer	1,173	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	3,883	27.0%
No	10,472	73.0%
Total	14,355	100.0%
No Answer	2,205	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **All stations** **Red Line and Mattapan Trolley**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	5,427	5.7%	
Davis	5,290	5.6%	
Porter	6,524	6.8%	
Harvard	9,447	9.9%	
Central	5,063	5.3%	
Kendall	3,383	3.6%	
Charles	2,783	2.9%	
Park Street	1,764	1.9%	
Downtown Crossing	3,489	3.7%	
South Station	4,820	5.1%	
Broadway	1,019	1.1%	
Andrew	1,881	2.0%	
JFK/UMass	2,333	2.4%	
Savin Hill	846	0.9%	
Fields Corner	2,156	2.3%	
Shawmut	841	0.9%	
Ashmont	2,740	2.9%	1,993
North Quincy	3,105	3.3%	
Wollaston	2,327	2.4%	
Quincy Center	3,717	3.9%	
Quincy Adams	2,250	2.4%	
Braintree	1,993	2.1%	
TOTAL	73,199	76.8%	

Green Line			
Lechmere	240	0.3%	
Science Park	44	0.0%	
North Station	413	0.4%	12
Haymarket	640	0.7%	6
Government Center	423	0.4%	1,591
Park Street	11	0.0%	12,587
Boylston	236	0.2%	
Arlington	915	1.0%	
Copley	1,245	1.3%	
Hynes Conv. Ctr.	801	0.8%	
Kenmore	541	0.6%	9
B Blandford–Babcock	389	0.4%	
B Pack. Cor.–Warren St.	634	0.7%	
B Summit Ave.–BC	290	0.3%	
C St. Mary's–Winchester	607	0.6%	
C Brandon–Cleveland Cir.	415	0.4%	
D Fenway–Longwood	293	0.3%	
D Brook. Vill.–Brook. Hills	368	0.4%	
D Beaconsfield–Ches. Hill	267	0.3%	
D Newton Centre–Eliot	243	0.3%	
D Waban–Riverside	161	0.2%	
E Prudential–Symphony	271	0.3%	
E Northeastern–Museum	429	0.5%	
E Long. Med. –Brig Cir.	578	0.6%	
E Fenwood Rd.–Heath	179	0.2%	
TOTAL	10,631	11.2%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	385	0.4%	
Malden Center	984	1.0%	
Wellington	473	0.5%	
Sullivan Square	304	0.3%	
Community College	304	0.3%	
North Station	642	0.7%	
Haymarket	303	0.3%	
State	195	0.2%	
Downtown Crossing	0	0.0%	
Chinatown	171	0.2%	
New Eng. Med. Cent.	310	0.3%	
Back Bay	870	0.9%	
Mass. Ave.	416	0.4%	
Ruggles	436	0.5%	
Roxbury Crossing	164	0.2%	
Jackson Square	272	0.3%	
Stony Brook	206	0.2%	
Green	180	0.2%	
Forest Hills	719	0.8%	
TOTAL	7,335	7.7%	

Blue Line			
Wonderland	259	0.3%	
Revere Beach	92	0.1%	
Beachmont	79	0.1%	
Suffolk Downs	45	0.0%	
Orient Heights	227	0.2%	
Wood Island	56	0.1%	
Airport	442	0.5%	
Maverick	679	0.7%	
Aquarium	173	0.2%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	32	0.0%	
TOTAL	2,083	2.2%	

Mattapan High Speed Line			
Ashmont	143	0.2%	
Cedar Grove	102	0.1%	
Butler	95	0.1%	
Milton	339	0.4%	
Central Ave	288	0.3%	
Valley Road	59	0.1%	
Capen Street	122	0.1%	
Mattapan	861	0.9%	
TOTAL	2,011	2.1%	

Total All Entries	95,259	100.0%
Unknown Entries	0	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **All stations** **Red Line and Mattapan Trolley**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	78,982	83.4%
Park 'n' ride	2,829	2.9%
Pick up	1,755	1.8%
Bicycle	57	0.0%
Taxicab	119	0.1%
Other	169	0.1%
Total private trans.	83,735	88.5%
MBTA Bus	6,326	6.7%
Commuter rail	821	0.9%
Other bus/shuttle	3,755	4.0%
TOTAL	94,637	100.0%
No Answer	436	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
UMAS	2,213	22.0%	2.3%
73	551	5.5%	0.6%
EMP	537	5.3%	0.6%
71	427	4.2%	0.5%
WTC	363	3.6%	0.4%
70	317	3.1%	0.3%
77	242	2.4%	0.3%
74	229	2.3%	0.2%
9	207	2.1%	0.2%
62	204	2.0%	0.2%
Other	4,792	47.5%	5.1%
TOTAL	10,082	100.0%	10.7%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	49,853	64.0%	439	15.6%	566	33.1%	32	20.5%	51,001	61.6%
6-10	21,281	27.3%	677	24.1%	630	36.8%	21	13.5%	22,654	27.4%
11-15	5,157	6.6%	347	12.3%	256	15.0%	14	9.0%	5,797	7.0%
16-20	1,220	1.6%	488	17.3%	157	9.2%	0	0.0%	1,865	2.3%
21-30	350	0.4%	425	15.1%	64	3.7%	0	0.0%	839	1.0%
31-45	64	0.1%	246	8.7%	25	1.5%	0	0.0%	335	0.4%
Over 45	0	0.0%	192	6.8%	13	0.8%	89	57.1%	294	0.4%
TOTAL	77,925	100.0%	2,814	100.0%	1,711	100.0%	156	100.0%	82,785	100.0%
No Answer	1,058		15		45		13		1,247	
Mean	6.3		22.2		12.0		162.2		7.2	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **All stations** **Red Line and Mattapan Trolley**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Financial-Retail	17,258	18.2%	0.4%	0.9%	81.8%	2.7%	10.2%	1.9%	2.2%
Cambridge: Kendall/MIT	12,184	12.8%	2.0%	14.6%	77.4%	1.8%	0.7%	1.1%	2.5%
Cambridge: Harvard Square	9,813	10.3%	5.6%	17.2%	50.4%	8.1%	8.7%	6.0%	4.0%
Boston: Waterfront	7,169	7.5%	0.7%	0.6%	87.2%	4.0%	0.7%	1.9%	4.8%
Boston: Beacon Hill	5,535	5.8%	6.9%	3.5%	67.1%	15.2%	1.1%	3.9%	2.3%
Boston: Government Center	5,274	5.5%	0.8%	6.0%	83.3%	4.3%	1.2%	1.2%	3.1%
Boston: North Dorchester	4,402	4.6%	15.8%	45.8%	27.9%	3.1%	2.0%	2.5%	2.9%
Quincy	4,090	4.3%	37.5%	4.8%	47.9%	4.2%	1.1%	1.6%	2.9%
Cambridge: Central Square	3,584	3.8%	21.7%	1.8%	51.6%	9.3%	8.6%	3.5%	3.4%
Boston: South Boston	3,283	3.5%	13.9%	2.1%	75.1%	2.3%	0.4%	2.7%	3.5%
Cambridge: North Cambridge	2,874	3.0%	20.5%	3.8%	47.0%	8.5%	8.8%	7.4%	3.9%
Boston: Unspecified downtown	2,562	2.7%	2.4%	3.1%	59.6%	4.3%	10.3%	3.1%	17.2%
Boston: Park Square	2,050	2.2%	1.0%	9.3%	76.6%	3.8%	4.0%	2.7%	2.6%
Somerville: Davis Square	1,914	2.0%	47.3%	2.5%	30.0%	9.8%	6.6%	1.7%	2.1%
Boston: South Dorchester	1,447	1.5%	60.4%	1.7%	24.8%	6.5%	1.7%	2.7%	2.2%
Braintree	687	0.7%	41.3%	1.3%	32.3%	7.7%	3.2%	5.9%	8.3%
Arlington	677	0.7%	82.3%		10.3%	2.6%	2.2%		2.6%
Cambridge: Fresh Pond	594	0.6%	30.7%	1.9%	37.6%	20.4%	5.6%	0.7%	3.0%
Lexington	589	0.6%	50.0%	3.6%	39.4%	4.5%		0.9%	1.6%
Boston: Allston/Brighton	584	0.6%	33.7%	4.8%	47.2%	4.2%	2.8%	1.8%	5.5%
Boston: Mattapan	567	0.6%	47.8%		20.9%	3.9%	19.1%	1.7%	6.7%
Boston: South End	544	0.6%	8.0%	9.5%	69.4%	6.7%	3.6%	2.0%	0.9%
Boston: Back Bay	537	0.6%	8.7%	11.4%	62.1%	5.6%	7.5%	2.5%	2.2%
Watertown	460	0.5%	41.0%		37.4%	13.5%	6.4%	1.8%	
Belmont	454	0.5%	63.8%	1.8%	28.2%	2.7%	2.1%	1.5%	
Other	5,908	6.2%	51.6%	7.4%	29.4%	3.3%	1.4%	3.2%	3.6%
TOTAL	95,039	100.0%	13.3%	8.0%	62.7%	5.1%	4.7%	2.7%	3.4%
Unknown	219								

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Northern Segment** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Cambridge: Harvard Square	7,332	16.1%	50.9%	14.1%	17.0%	4.2%	7.5%	3.9%	2.3%
Cambridge: Central Square	5,342	11.7%	75.5%	1.1%	10.3%	3.6%	5.3%	1.8%	2.3%
Somerville: Davis Square	5,147	11.3%	92.4%	1.8%	1.9%	2.0%	0.6%	1.2%	0.3%
Cambridge: North Cambridge	4,835	10.6%	79.2%	2.1%	7.0%	3.5%	3.9%	3.9%	0.4%
Cambridge: Kendall/MIT	4,253	9.3%	29.2%	16.7%	41.9%	3.4%	0.8%	3.5%	4.5%
Arlington	3,372	7.4%	96.5%	0.3%	1.5%	0.5%	0.3%	0.7%	0.2%
Somerville: Spring Hill	2,961	6.5%	92.8%	1.2%	1.9%	1.7%	1.0%	1.4%	
Belmont	1,741	3.8%	95.3%	0.4%	1.9%	0.8%		1.0%	0.6%
Watertown	1,257	2.8%	93.3%		3.9%	1.5%	0.8%		0.5%
Lexington	1,188	2.6%	91.4%		5.6%	1.8%	0.3%	0.6%	0.3%
Cambridge: Fresh Pond	1,056	2.3%	81.8%	4.2%	7.4%	3.0%		2.8%	0.9%
Medford	948	2.1%	80.3%	13.9%	1.4%	1.2%	1.0%	1.3%	0.9%
Boston: Allston/Brighton	821	1.8%	84.3%	4.7%	7.7%	1.2%		0.9%	1.2%
Waltham	714	1.6%	86.8%	3.7%	5.4%	1.1%	0.9%	0.5%	1.5%
Concord	409	0.9%	95.4%	1.6%	1.4%			1.5%	
Somerville: E Somerville	401	0.9%	93.5%	1.7%	3.5%		1.3%		
Acton	308	0.7%	100.0%						
Bedford	270	0.6%	88.9%		5.3%	3.3%		2.5%	
Cambridge: Unspecified	269	0.6%	36.4%	18.3%	12.1%	11.1%	11.9%	2.4%	7.7%
Winchester	202	0.4%	97.2%		2.8%				
New Hampshire	179	0.4%	96.8%		3.2%				
Woburn	142	0.3%	97.7%			2.3%			
Lincoln	128	0.3%	86.2%		9.7%		4.1%		
Somerville: Winter Hill	115	0.3%	95.8%					4.2%	
Boston: BU-Fenway-Longwood	109	0.2%	45.4%	29.6%	20.6%	4.4%			
Other	2,122	4.7%	90.0%	1.6%	5.8%	0.3%	1.0%	0.6%	0.8%
TOTAL	45,620	100.0%	75.7%	5.3%	10.3%	2.5%	2.7%	2.1%	1.4%
Unknown	162								

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Central Segment** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Financial-Retail	3,927	24.4%	4.9%	2.3%	39.8%	15.5%	26.3%	4.1%	7.1%
Boston: Beacon Hill	2,779	17.2%	51.4%	1.6%	23.6%	19.4%	0.3%	2.2%	1.5%
Boston: South Boston	1,672	10.4%	55.6%	1.9%	30.7%	4.2%	0.9%	1.5%	5.2%
Boston: Waterfront	1,541	9.6%	5.0%	0.6%	74.4%	8.7%	1.3%	2.6%	7.3%
Boston: Unspecified downtown	701	4.3%	7.0%	7.2%	23.3%	21.1%	19.4%		22.0%
Boston: Government Center	644	4.0%	17.5%		39.3%	16.0%	1.4%	6.3%	19.4%
Boston: Park Square	473	2.9%	13.8%		53.7%	5.0%	10.3%	3.1%	14.2%
Boston: North End	228	1.4%	43.4%	6.2%	40.9%	3.3%	6.2%		
Newton	209	1.3%	93.0%			7.0%			
Boston: South End	209	1.3%	41.1%		41.3%	14.8%		1.4%	1.4%
Sharon	163	1.0%	100.0%						
New Hampshire	160	1.0%	80.5%	9.7%				9.7%	
Norwood	154	1.0%	100.0%						
Boston: Back Bay	150	0.9%	29.6%		49.1%	16.3%		5.0%	
Needham	132	0.8%	100.0%						
Canton	130	0.8%	100.0%						
Rhode Island	119	0.7%	100.0%						
Boston: Allston/Brighton	115	0.7%	100.0%						
Mansfield	110	0.7%	91.9%		8.1%				
Natick	101	0.6%	95.6%			4.4%			
Boston: Hyde Park	98	0.6%	94.7%		5.3%				
Norton	92	0.6%	84.6%	10.5%			4.8%		
Stoughton	87	0.5%	100.0%						
Boston: Charlestown	86	0.5%	83.0%		17.0%				
New Bedford	85	0.5%	94.7%				5.3%		
Other	1,953	12.1%	84.2%	1.5%	10.5%	1.2%	1.0%	1.0%	0.6%
TOTAL	16,118	100.0%	40.2%	1.8%	31.2%	10.8%	8.1%	2.4%	5.5%
Unknown	161								

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Dorchester Branch** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: South Dorchester	6,028	33.9%	93.0%	0.5%	3.0%	1.2%	1.1%	0.8%	0.5%
Boston: North Dorchester	5,747	32.3%	73.9%	16.1%	6.7%	1.3%	0.2%	0.8%	1.1%
Boston: South Boston	1,559	8.8%	84.7%	3.7%	6.8%	0.4%		3.1%	1.3%
Milton	1,148	6.5%	87.8%	5.1%	2.0%	0.6%		1.4%	3.1%
Boston: Mattapan	1,110	6.2%	91.4%		2.6%		3.1%		2.9%
Boston: Unspecified southeast	500	2.8%	74.5%	5.1%	12.8%	2.6%	2.6%		2.4%
Randolph	449	2.5%	98.7%		1.3%				
Brockton	326	1.8%	98.2%						1.8%
Boston: Roxbury	155	0.9%	72.6%	9.0%	8.1%		4.3%	6.0%	
Boston: Hyde Park	151	0.8%	96.1%		3.9%				
Quincy	143	0.8%	100.0%						
Avon	48	0.3%	100.0%						
Scituate	33	0.2%	100.0%						
Boston: Unspecified	33	0.2%	40.1%		59.9%				
Boston: South End	33	0.2%	39.9%	38.4%	21.7%				
Boston: Roslindale	30	0.2%	100.0%						
Foxborough	24	0.1%	100.0%						
Holbrook	19	0.1%	100.0%						
Braintree	19	0.1%	100.0%						
Boston: West Roxbury	16	0.1%		100.0%					
Weymouth	15	0.1%	100.0%						
Boston: Jamaica Plain	15	0.1%	100.0%						
Somerville: Unspecified	14	0.1%		100.0%					
New Bedford	13	0.1%	100.0%						
Canton	13	0.1%	53.3%						46.7%
Other	137	0.8%	100.0%						
TOTAL	17,777	100.0%	85.0%	6.5%	4.7%	0.9%	0.7%	0.9%	1.1%
Unknown	40								

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **South Shore Branch** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Quincy	9,434	50.0%	89.5%	2.4%	4.7%	0.9%	0.5%	0.5%	1.6%
Weymouth	1,949	10.3%	98.0%		1.0%	0.3%			0.7%
Braintree	1,573	8.3%	93.7%	0.2%	2.0%	1.6%	1.4%	0.4%	0.7%
Hingham	711	3.8%	96.1%					3.1%	0.9%
Milton	517	2.7%	96.1%	1.1%	1.1%			1.6%	
Brockton	471	2.5%	99.4%		0.6%				
Randolph	454	2.4%	99.4%					0.6%	
Holbrook	279	1.5%	99.0%			1.0%			
Scituate	275	1.5%	100.0%						
Marshfield	255	1.3%	100.0%						
Hull	222	1.2%	100.0%						
Abington	211	1.1%	98.2%	1.8%					
Hanover	210	1.1%	96.8%		3.2%				
Pembroke	162	0.9%	100.0%						
Boston: South Dorchester	158	0.8%	94.0%		6.0%				
Plymouth	147	0.8%	93.5%		4.5%				2.0%
Rockland	141	0.7%	100.0%						
Duxbury	116	0.6%	100.0%						
Cohasset	110	0.6%	100.0%						
Whitman	106	0.6%	100.0%						
Norwell	103	0.5%	96.5%		3.5%				
East Bridgewater	92	0.5%	100.0%						
Taunton	79	0.4%	88.7%		11.3%				
Hanson	78	0.4%	100.0%						
Kingston	76	0.4%	100.0%						
Other	941	5.0%	91.2%	0.4%	3.9%	1.6%			3.0%
TOTAL	18,871	100.0%	93.1%	1.3%	3.1%	0.7%	0.4%	0.4%	1.1%
Unknown	90								

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Northern Segment** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	28,544	62.4%
Park 'n' ride	4,481	9.8%
Drop off	2,122	4.6%
Bicycle	163	0.3%
Taxicab	4	0.0%
Other	139	0.3%
Total private trans.	35,452	77.6%
Bus	9,219	20.2%
Commuter rail	1,015	2.2%
Other	0	0.0%
TOTAL	45,686	100.0%
No Answer	95	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
73	1,729	18.8%	3.8%
71	911	9.9%	2.0%
77	736	8.0%	1.6%
79	610	6.6%	1.3%
74	463	5.0%	1.0%
62	373	4.0%	0.8%
88	353	3.8%	0.8%
94	327	3.5%	0.7%
70	311	3.4%	0.7%
72	289	3.1%	0.6%
Other	3,115	33.8%	6.8%
TOTAL	9,217	100.0%	20.2%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	13,466	47.4%	643	14.4%	750	35.8%	149	48.9%	15,026	42.5%
6-10	10,262	36.1%	1,026	23.0%	594	28.3%	90	29.5%	11,986	33.9%
11-15	3,623	12.7%	792	17.7%	302	14.4%	36	11.8%	4,753	13.5%
16-20	796	2.8%	618	13.8%	159	7.6%	18	5.9%	1,591	4.5%
21-30	264	0.9%	637	14.3%	127	6.1%	4	1.3%	1,032	2.9%
31-45	19	0.1%	363	8.1%	129	6.2%	8	2.6%	519	1.5%
Over 45	4	0.0%	389	8.7%	35	1.7%	0	0.0%	428	1.2%
TOTAL	28,434	100.0%	4,468	100.0%	2,096	100.0%	305	100.0%	35,335	100.0%
No Answer	110		11		25		0		200	
Mean	7.6		21.9		12.9		9.1		9.8	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	11,819	26.3%	26.3%
2-4 minutes	17,296	38.5%	64.8%
5-7	11,873	26.4%	91.2%
8-10	3,213	7.1%	98.3%
11-15	623	1.4%	99.7%
16-20	133	0.3%	100.0%
Over 20	5	0.0%	100.0%
TOTAL	44,962	100.0%	100.0%
No Answer	820		
Mean	3.5		

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Central Segment** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	11,214	69.4%
Park 'n' ride	341	2.1%
Drop off	502	3.1%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	13	0.0%
Total private trans.	12,070	74.7%
Bus	1,729	10.7%
Commuter rail	2,253	13.9%
Other	105	0.6%
TOTAL	16,157	100.0%
No Answer	123	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
9	301	17.5%	1.9%
11	168	9.7%	1.0%
PLB	162	9.4%	1.0%
49	116	6.7%	0.7%
93	107	6.2%	0.7%
AME	104	6.0%	0.6%
301	89	5.2%	0.6%
7	87	5.0%	0.5%
304	85	4.9%	0.5%
CTW	75	4.4%	0.5%
Other	430	24.9%	2.7%
TOTAL	1,724	100.0%	10.7%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	7,516	68.1%	55	17.1%	147	30.8%	0	0.0%	7,747	64.9%
6-10	2,560	23.2%	72	22.4%	80	16.8%	9	69.2%	2,737	22.9%
11-15	677	6.1%	69	21.4%	39	8.2%	0	0.0%	811	6.8%
16-20	167	1.5%	41	12.7%	35	7.3%	0	0.0%	243	2.0%
21-30	85	0.8%	47	14.6%	59	12.4%	0	0.0%	191	1.6%
31-45	24	0.2%	19	5.9%	40	8.4%	0	0.0%	90	0.8%
Over 45	9	0.1%	19	5.9%	77	16.1%	4	30.8%	109	0.9%
TOTAL	11,038	100.0%	322	100.0%	477	100.0%	13	100.0%	11,928	100.0%
No Answer	175		18		25		0		250	
Mean	6.0		19.0		23.3		23.4		7.1	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	2,798	17.6%	17.6%
2-4 minutes	5,107	32.1%	49.7%
5-7	4,730	29.7%	79.4%
8-10	2,321	14.6%	94.0%
11-15	681	4.3%	98.3%
16-20	202	1.3%	99.6%
Over 20	62	0.4%	100.0%
TOTAL	15,901	100.0%	100.0%
No Answer	380		
Mean	4.9		

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Dorchester Branch** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	10,115	56.8%
Park 'n' ride	1,507	8.4%
Drop off	1,308	7.3%
Bicycle	0	0.0%
Taxicab	49	0.2%
Other	25	0.1%
Total private trans.	13,004	73.1%
Bus	4,788	26.9%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	17,792	100.0%
No Answer	26	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
UMAS	848	17.7%	4.8%
20	627	13.1%	3.5%
240	525	11.0%	3.0%
17	309	6.5%	1.7%
BAT	291	6.1%	1.6%
21	243	5.1%	1.4%
23	230	4.8%	1.3%
16	229	4.8%	1.3%
22	152	3.2%	0.9%
8	126	2.6%	0.7%
Other	1,210	25.3%	6.8%
TOTAL	4,790	100.0%	26.9%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	5,142	51.2%	675	46.0%	671	52.0%	39	51.3%	6,540	50.7%
6-10	3,584	35.7%	318	21.7%	315	24.4%	17	22.4%	4,234	32.8%
11-15	1,054	10.5%	134	9.1%	139	10.8%	13	17.1%	1,340	10.4%
16-20	187	1.9%	122	8.3%	62	4.8%	0	0.0%	377	2.9%
21-30	39	0.4%	103	7.0%	39	3.0%	0	0.0%	181	1.4%
31-45	20	0.2%	97	6.6%	54	4.2%	7	9.2%	178	1.4%
Over 45	12	0.1%	17	1.2%	11	0.9%	0	0.0%	40	0.3%
TOTAL	10,038	100.0%	1,466	100.0%	1,291	100.0%	76	100.0%	12,890	100.0%
No Answer	76		40		18		0		135	
Mean	7.3		12.3		9.8		10.3		8.1	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	2,913	17.0%	17.0%
2-4 minutes	4,284	25.0%	41.9%
5-7	5,530	32.3%	74.2%
8-10	3,116	18.2%	92.4%
11-15	1,124	6.6%	99.0%
16-20	166	1.0%	100.0%
Over 20	8	0.0%	100.0%
TOTAL	17,141	100.0%	100.0%
No Answer	677		
Mean	5.4		

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **South Shore Branch** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	5,595	29.5%
Park 'n' ride	8,559	45.2%
Drop off	1,885	9.9%
Bicycle	29	0.1%
Taxicab	48	0.2%
Other	9	0.0%
Total private trans.	16,125	85.2%
Bus	2,805	14.8%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	18,930	100.0%
No Answer	33	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
220	545	19.4%	2.9%
225	535	19.1%	2.8%
222	363	12.9%	1.9%
230	293	10.4%	1.5%
216	202	7.2%	1.1%
214	143	5.1%	0.8%
211	135	4.8%	0.7%
238	94	3.3%	0.5%
236	74	2.6%	0.4%
245	73	2.6%	0.4%
Other	350	12.5%	1.8%
TOTAL	2,807	100.0%	14.8%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,332	41.9%	1,346	15.8%	742	39.6%	23	26.7%	4,449	27.7%
6-10	1,928	34.6%	1,860	21.8%	510	27.2%	27	31.4%	4,325	26.9%
11-15	981	17.6%	1,504	17.6%	271	14.5%	30	34.9%	2,792	17.4%
16-20	249	4.5%	1,246	14.6%	119	6.3%	6	7.0%	1,626	10.1%
21-30	60	1.1%	1,486	17.4%	161	8.6%	0	0.0%	1,707	10.6%
31-45	12	0.2%	843	9.9%	51	2.7%	0	0.0%	906	5.6%
Over 45	8	0.1%	253	3.0%	21	1.1%	0	0.0%	282	1.8%
TOTAL	5,570	100.0%	8,538	100.0%	1,875	100.0%	86	100.0%	16,087	100.0%
No Answer	25		19		10		0		58	
Mean	8.7		18.6		11.7		10.4		14.3	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	2,563	13.8%	13.8%
2-4 minutes	3,642	19.5%	33.2%
5-7	6,912	37.1%	70.3%
8-10	4,091	22.0%	92.3%
11-15	1,170	6.3%	98.6%
16-20	237	1.3%	99.9%
Over 20	15	0.1%	100.0%
TOTAL	18,630	100.0%	100.0%
No Answer	333		
Mean	5.8		

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Northern Segment** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	28,255	62.4%	62.4%
Home-based School	4,341	9.5%	72.0%
Home-based Shopping	1,578	3.4%	75.5%
Home-based Social Activity	1,152	2.5%	78.1%
Home-based Personal Business	1,905	4.2%	82.3%
Home-based Other	850	1.8%	84.2%
Work-based	5,031	11.1%	95.3%
Non Home or Work-based	2,134	4.7%	100.0%
TOTAL	45,246	100.0%	100.0%
No Answer	536		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	33,290	72.7%
Speed/Travel time	17,633	38.5%
Comfort/relaxation	8,762	19.1%
Cost of parking downtown	18,556	40.5%
Environmentally responsible	18,147	39.6%
Only transportation available	13,929	30.4%
Other	4,038	8.8%
TOTAL RIDERS	45,782	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	18,286	39.9%
Bicycle	5,063	11.0%
Private bus	619	1.3%
Walking	3,459	7.5%
Other MBTA service unspec.	10,412	22.7%
MBTA Bus	641	1.4%
MBTA Commuter rail	158	0.3%
MBTA Ferry	0	0.0%
Carpool/vanpool	1,819	3.9%
Would not make trip	3,032	6.6%
Taxicab	928	2.0%
Get a ride	340	0.7%
Move	158	0.3%
Change job/quit job	29	0.0%
Don't know	158	0.3%
Other	670	1.4%
TOTAL RIDERS	45,782	

Note: Percent of riders may total to more than 100 percent due to multiple responses.

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Central Segment** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	7,852	49.9%	49.9%
Home-based School	908	5.7%	55.7%
Home-based Shopping	997	6.3%	62.0%
Home-based Social Activity	368	2.3%	64.4%
Home-based Personal Business	1,270	8.0%	72.4%
Home-based Other	290	1.8%	74.3%
Work-based	3,163	20.1%	94.4%
Non Home or Work-based	884	5.6%	100.0%
TOTAL	15,732	100.0%	100.0%
No Answer	547		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	11,214	68.8%
Speed/Travel time	5,603	34.4%
Comfort/relaxation	3,278	20.1%
Cost of parking downtown	6,607	40.5%
Environmentally responsible	5,130	31.5%
Only transportation available	4,648	28.5%
Other	1,282	7.8%
TOTAL RIDERS	16,280	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	6,915	42.4%
Bicycle	1,051	6.4%
Private bus	242	1.4%
Walking	1,977	12.1%
Other MBTA service unspec.	2,845	17.4%
MBTA Bus	68	0.4%
MBTA Commuter rail	37	0.2%
MBTA Ferry	30	0.1%
Carpool/vanpool	664	4.0%
Would not make trip	1,470	9.0%
Taxicab	465	2.8%
Get a ride	134	0.8%
Move	30	0.1%
Change job/quit job	7	0.0%
Don't know	76	0.4%
Other	260	1.6%
TOTAL RIDERS	16,280	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Dorchester Branch** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	11,876	68.4%	68.5%
Home-based School	1,976	11.3%	79.9%
Home-based Shopping	785	4.5%	84.4%
Home-based Social Activity	466	2.6%	87.1%
Home-based Personal Business	785	4.5%	91.6%
Home-based Other	281	1.6%	93.2%
Work-based	800	4.6%	97.9%
Non Home or Work-based	372	2.1%	100.0%
TOTAL	17,341	100.0%	100.0%
No Answer	477		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	10,974	61.5%
Speed/Travel time	4,805	26.9%
Comfort/relaxation	1,973	11.0%
Cost of parking downtown	6,545	36.7%
Environmentally responsible	4,226	23.7%
Only transportation available	7,093	39.8%
Other	1,307	7.3%
TOTAL RIDERS	17,817	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	6,668	37.4%
Bicycle	665	3.7%
Private bus	252	1.4%
Walking	1,041	5.8%
Other MBTA service unspec.	4,634	26.0%
MBTA Bus	237	1.3%
MBTA Commuter rail	34	0.1%
MBTA Ferry	0	0.0%
Carpool/vanpool	1,110	6.2%
Would not make trip	1,731	9.7%
Taxicab	197	1.1%
Get a ride	384	2.1%
Move	52	0.2%
Change job/quit job	33	0.1%
Don't know	108	0.6%
Other	665	3.7%
TOTAL RIDERS	17,817	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **South Shore Branch** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	15,276	82.1%	82.2%
Home-based School	984	5.2%	87.5%
Home-based Shopping	426	2.2%	89.8%
Home-based Social Activity	275	1.4%	91.2%
Home-based Personal Business	703	3.7%	95.0%
Home-based Other	182	0.9%	96.0%
Work-based	563	3.0%	99.0%
Non Home or Work-based	180	0.9%	100.0%
TOTAL	18,589	100.0%	100.0%
No Answer	372		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	11,742	61.9%
Speed/Travel time	5,830	30.7%
Comfort/relaxation	2,971	15.6%
Cost of parking downtown	10,350	54.5%
Environmentally responsible	5,126	27.0%
Only transportation available	4,117	21.7%
Other	1,662	8.7%
TOTAL RIDERS	18,962	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	9,927	52.3%
Bicycle	159	0.8%
Private bus	965	5.0%
Walking	337	1.7%
Other MBTA service unspec.	2,855	15.0%
MBTA Bus	96	0.5%
MBTA Commuter rail	44	0.2%
MBTA Ferry	233	1.2%
Carpool/vanpool	1,849	9.7%
Would not make trip	1,611	8.5%
Taxicab	67	0.3%
Get a ride	213	1.1%
Move	56	0.2%
Change job/quit job	36	0.1%
Don't know	121	0.6%
Other	385	2.0%
TOTAL RIDERS	18,962	

Note: Percent of riders may total to more than 100 percent due to multiple responses.

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Northern Segment** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	1,056	2.3%	
Davis	1,008	2.2%	
Porter	872	1.9%	
Harvard	4,353	9.5%	
Central	1,407	3.1%	
Kendall	5,469	12.0%	
Charles	2,894	6.3%	
Park Street	5,338	11.7%	8,548
Downtown Crossing	5,398	11.8%	2,114
South Station	4,965	10.8%	
Broadway	295	0.6%	
Andrew	121	0.3%	
JFK/UMass	799	1.7%	
Savin Hill	27	0.1%	
Fields Corner	90	0.2%	
Shawmut	7	0.0%	
Ashmont	140	0.3%	45
North Quincy	286	0.6%	
Wollaston	58	0.1%	
Quincy Center	246	0.5%	
Quincy Adams	109	0.2%	
Braintree	148	0.3%	
TOTAL	35,084	76.7%	

Green Line			
Lechmere	43	0.1%	
Science Park	43	0.1%	
North Station	322	0.7%	
Haymarket	324	0.7%	
Government Center	931	2.0%	523
Park Street	0	0.0%	
Boylston	407	0.9%	
Arlington	1,501	3.3%	
Copley	1,270	2.8%	
Hynes Conv. Ctr.	244	0.5%	
Kenmore	318	0.7%	
B Blandford–Babcock	486	1.1%	
B Pack. Cor.–Warren St.	66	0.1%	
B Summit Ave.–BC	72	0.2%	
C St. Mary's–Winchester	193	0.4%	
C Brandon–Cleveland Cir.	66	0.1%	
D Fenway–Longwood	334	0.7%	
D Brook. Vill.–Brook. Hills	132	0.3%	
D Beaconsfield–Ches. Hill	59	0.1%	
D Newton Centre–Eliot	74	0.2%	
D Waban–Riverside	47	0.1%	
E Prudential–Symphony	225	0.5%	
E Northeastern–Museum	343	0.7%	
E Long. Med. –Brig Cir.	373	0.8%	
E Fenwood Rd.–Heath	63	0.1%	
TOTAL	7,934	17.3%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	25	0.1%	
Malden Center	70	0.2%	
Wellington	89	0.2%	
Sullivan Square	43	0.1%	
Community College	94	0.2%	
North Station	119	0.3%	
Haymarket	55	0.1%	
State	272	0.6%	76
Downtown Crossing	0	0.0%	
Chinatown	39	0.1%	
New Eng. Med. Cent.	203	0.4%	
Back Bay	422	0.9%	
Mass. Ave.	85	0.2%	
Ruggles	181	0.4%	
Roxbury Crossing	69	0.2%	
Jackson Square	25	0.1%	
Stony Brook	76	0.2%	
Green	87	0.2%	
Forest Hills	145	0.3%	
TOTAL	2,098	4.6%	

Blue Line			
Wonderland	23	0.1%	
Revere Beach	23	0.1%	
Beachmont	24	0.1%	
Suffolk Downs	19	0.0%	
Orient Heights	14	0.0%	
Wood Island	14	0.0%	
Airport	262	0.6%	
Maverick	92	0.2%	
Aquarium	116	0.3%	
State	7	0.0%	
Government Center	0	0.0%	
Bowdoin	8	0.0%	
TOTAL	600	1.3%	

Mattapan High Speed Line		
Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	7	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	38	0.1%
TOTAL	45	0.1%

Total All Exits	45,761	100.0%
Unknown Exits	21	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Central Segment** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	976	6.0%	
Davis	600	3.7%	
Porter	351	2.2%	
Harvard	2,840	17.5%	
Central	987	6.1%	
Kendall	2,152	13.2%	
Charles	591	3.6%	
Park Street	591	3.6%	1,778
Downtown Crossing	354	2.2%	619
South Station	569	3.5%	
Broadway	330	2.0%	
Andrew	164	1.0%	
JFK/UMass	698	4.3%	
Savin Hill	94	0.6%	
Fields Corner	271	1.7%	
Shawmut	65	0.4%	
Ashmont	444	2.7%	187
North Quincy	441	2.7%	
Wollaston	270	1.7%	
Quincy Center	419	2.6%	
Quincy Adams	193	1.2%	
Braintree	277	1.7%	
TOTAL	13,677	84.1%	

Green Line			
Lechmere	73	0.4%	
Science Park	26	0.2%	
North Station	43	0.3%	
Haymarket	18	0.1%	
Government Center	131	0.8%	53
Park Street	0	0.0%	
Boylston	30	0.2%	
Arlington	104	0.6%	
Copley	169	1.0%	
Hynes Conv. Ctr.	129	0.8%	
Kenmore	111	0.7%	
B Blandford–Babcock	105	0.6%	
B Pack. Cor.–Warren St.	42	0.3%	
B Summit Ave.–BC	47	0.3%	
C St. Mary's–Winchester	96	0.6%	
C Brandon–Cleveland Cir.	95	0.6%	
D Fenway–Longwood	57	0.4%	
D Brook. Vill.–Brook. Hills	53	0.3%	
D Beaconsfield–Ches. Hill	19	0.1%	
D Newton Centre–Eliot	37	0.2%	
D Waban–Riverside	69	0.4%	
E Prudential–Symphony	57	0.4%	
E Northeastern–Museum	87	0.5%	
E Long. Med. –Brig Cir.	52	0.3%	
E Fenwood Rd.–Heath	68	0.4%	
TOTAL	1,716	10.6%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	35	0.2%	
Malden Center	83	0.5%	
Wellington	28	0.2%	
Sullivan Square	22	0.1%	
Community College	14	0.1%	
North Station	43	0.3%	
Haymarket	16	0.1%	
State	56	0.3%	37
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	43	0.3%	
Back Bay	123	0.8%	
Mass. Ave.	12	0.1%	
Ruggles	27	0.2%	
Roxbury Crossing	3	0.0%	
Jackson Square	14	0.1%	
Stony Brook	9	0.1%	
Green	3	0.0%	
Forest Hills	60	0.4%	
TOTAL	592	3.6%	

Blue Line			
Wonderland	8	0.0%	
Revere Beach	12	0.1%	
Beachmont	9	0.1%	
Suffolk Downs	10	0.1%	
Orient Heights	0	0.0%	
Wood Island	10	0.1%	
Airport	4	0.0%	
Maverick	24	0.1%	
Aquarium	8	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	4	0.0%	
TOTAL	90	0.6%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	20	0.1%	
Butler	26	0.2%	
Milton	10	0.1%	
Central Ave	35	0.2%	
Valley Road	0	0.0%	
Capen Street	9	0.1%	
Mattapan	88	0.5%	
TOTAL	187	1.2%	

Total All Exits	16,262	100.0%
Unknown Exits	17	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Dorchester Branch** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	129	0.7%	
Davis	173	1.0%	
Porter	166	0.9%	
Harvard	917	5.2%	
Central	338	1.9%	
Kendall	624	3.5%	
Charles	636	3.6%	
Park Street	1,750	9.8%	2,608
Downtown Crossing	2,824	15.9%	1,831
South Station	2,755	15.5%	
Broadway	403	2.3%	
Andrew	104	0.6%	
JFK/UMass	473	2.7%	
Savin Hill	63	0.4%	
Fields Corner	144	0.8%	
Shawmut	37	0.2%	
Ashmont	189	1.1%	136
North Quincy	152	0.9%	
Wollaston	30	0.2%	
Quincy Center	276	1.6%	
Quincy Adams	69	0.4%	
Braintree	32	0.2%	
TOTAL	12,285	69.1%	

Green Line			
Lechmere	69	0.4%	
Science Park	0	0.0%	
North Station	123	0.7%	
Haymarket	86	0.5%	
Government Center	387	2.2%	123
Park Street	0	0.0%	
Boylston	146	0.8%	
Arlington	238	1.3%	
Copley	369	2.1%	
Hynes Conv. Ctr.	93	0.5%	
Kenmore	190	1.1%	
B Blandford–Babcock	196	1.1%	
B Pack. Cor.–Warren St.	82	0.5%	
B Summit Ave.–BC	27	0.2%	
C St. Mary's–Winchester	60	0.3%	
C Brandon–Cleveland Cir.	19	0.1%	
D Fenway–Longwood	160	0.9%	
D Brook. Vill.–Brook. Hills	116	0.7%	
D Beaconsfield–Ches. Hill	40	0.2%	
D Newton Centre–Eliot	20	0.1%	
D Waban–Riverside	21	0.1%	
E Prudential–Symphony	104	0.6%	
E Northeastern–Museum	66	0.4%	
E Long. Med. –Brig Cir.	163	0.9%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	2,773	15.6%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	77	0.4%	
Wellington	80	0.5%	
Sullivan Square	99	0.6%	
Community College	125	0.7%	
North Station	226	1.3%	
Haymarket	126	0.7%	
State	334	1.9%	124
Downtown Crossing	0	0.0%	
Chinatown	54	0.3%	
New Eng. Med. Cent.	120	0.7%	
Back Bay	376	2.1%	
Mass. Ave.	39	0.2%	
Ruggles	42	0.2%	
Roxbury Crossing	21	0.1%	
Jackson Square	12	0.1%	
Stony Brook	0	0.0%	
Green	54	0.3%	
Forest Hills	101	0.6%	
TOTAL	1,887	10.6%	

Blue Line			
Wonderland	13	0.1%	
Revere Beach	18	0.1%	
Beachmont	7	0.0%	
Suffolk Downs	20	0.1%	
Orient Heights	23	0.1%	
Wood Island	0	0.0%	
Airport	93	0.5%	
Maverick	28	0.2%	
Aquarium	28	0.2%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	70	0.4%	
TOTAL	300	1.7%	

Mattapan High Speed Line			
Ashmont	112	0.6%	2,134
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	23	0.1%	
Central Ave	135	0.8%	
Valley Road	13	0.1%	
Capen Street	0	0.0%	
Mattapan	241	1.4%	
TOTAL	523	2.9%	

Total All Exits	17,768	100.0%
Unknown Exits	49	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **South Shore Branch** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	78	0.4%	
Davis	84	0.4%	
Porter	88	0.5%	
Harvard	597	3.2%	
Central	157	0.8%	
Kendall	720	3.8%	
Charles	699	3.7%	
Park Street	2,256	11.9%	3,462
Downtown Crossing	3,009	15.9%	2,100
South Station	4,343	22.9%	
Broadway	192	1.0%	
Andrew	101	0.5%	
JFK/UMass	302	1.6%	
Savin Hill	6	0.0%	
Fields Corner	10	0.1%	
Shawmut	0	0.0%	
Ashmont	20	0.1%	
North Quincy	300	1.6%	
Wollaston	99	0.5%	
Quincy Center	181	1.0%	
Quincy Adams	98	0.5%	
Braintree	35	0.2%	
TOTAL	13,374	70.6%	

Green Line			
Lechmere	26	0.1%	
Science Park	30	0.2%	
North Station	72	0.4%	
Haymarket	73	0.4%	
Government Center	399	2.1%	103
Park Street	0	0.0%	
Boylston	273	1.4%	
Arlington	609	3.2%	
Copley	404	2.1%	
Hynes Conv. Ctr.	237	1.3%	
Kenmore	210	1.1%	
B Blandford–Babcock	192	1.0%	
B Pack. Cor.–Warren St.	24	0.1%	
B Summit Ave.–BC	4	0.0%	
C St. Mary's–Winchester	84	0.4%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	122	0.6%	
D Brook. Vill.–Brook. Hills	65	0.3%	
D Beaconsfield–Ches. Hill	13	0.1%	
D Newton Centre–Eliot	53	0.3%	
D Waban–Riverside	3	0.0%	
E Prudential–Symphony	76	0.4%	
E Northeastern–Museum	144	0.8%	
E Long. Med. –Brig Cir.	203	1.1%	
E Fenwood Rd.–Heath	6	0.0%	
TOTAL	3,321	17.5%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	105	0.6%	
Wellington	50	0.3%	
Sullivan Square	96	0.5%	
Community College	52	0.3%	
North Station	349	1.8%	
Haymarket	150	0.8%	
State	406	2.1%	85
Downtown Crossing	0	0.0%	
Chinatown	86	0.5%	
New Eng. Med. Cent.	135	0.7%	
Back Bay	453	2.4%	
Mass. Ave.	22	0.1%	
Ruggles	104	0.5%	
Roxbury Crossing	13	0.1%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	15	0.1%	
Forest Hills	12	0.1%	
TOTAL	2,048	10.8%	

Blue Line			
Wonderland	27	0.1%	
Revere Beach	4	0.0%	
Beachmont	3	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	8	0.0%	
Wood Island	0	0.0%	
Airport	62	0.3%	
Maverick	15	0.1%	
Aquarium	23	0.1%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	45	0.2%	
TOTAL	187	1.0%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	15	0.1%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	4	0.0%	
TOTAL	18	0.1%	

Total All Exits	18,948	100.0%
Unknown Exits	13	

CTPS
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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Northern Segment** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	2,678	5.8%	5.9%
One Day	1,509	3.3%	9.2%
Two Days	2,071	4.5%	13.7%
Three Days	3,131	6.8%	20.6%
Four Days	3,066	6.7%	27.4%
Five Days	19,544	42.9%	70.3%
Six Days	7,264	15.9%	86.3%
Seven Days	6,251	13.7%	100.0%
TOTAL	45,514	100.0%	100.0%
No Answer	268		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	3.2	2.14	7.67
15,142 riders 33.0%	St. Dev.	1.7	0.91	6.37
Adult monthly pass	Mean	5.4	2.46	13.73
28,277 riders 61.7%	St. Dev.	0.9	1.04	7.29
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	3.7	2.28	9.61
1,908 riders 4.1%	St. Dev.	1.9	1.15	8.78
Child/student	Mean	5.1	2.81	14.61
261 riders 0.5%	St. Dev.	1.1	1.50	8.88
Visitor Passport	Mean	5.0	2.73	12.43
26 riders 0.0%	St. Dev.	1.8	1.63	9.58
Other	Mean	5.7	2.85	16.73
124 riders 0.2%	St. Dev.	1.1	1.45	9.97
All payment types	Mean	4.6	2.35	11.56
45,782 riders 100.0%	St. Dev.	1.4	1.01	7.64

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Central Segment** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	2,067	12.8%	12.8%
One Day	649	4.0%	16.9%
Two Days	869	5.3%	22.3%
Three Days	1,058	6.5%	28.8%
Four Days	1,116	6.9%	35.8%
Five Days	6,752	41.9%	77.7%
Six Days	1,718	10.6%	88.4%
Seven Days	1,867	11.5%	100.0%
TOTAL	16,096	100.0%	100.0%
No Answer	183		

Usage Rates by Fare Type

Fare Payment Type		Number of Rides Taken		
		Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	Mean	2.9	2.16	7.59
6,233 riders 38.2%	St. Dev.	1.8	1.07	7.34
Adult monthly pass	Mean	5.2	2.59	13.87
8,350 riders 51.2%	St. Dev.	0.9	1.20	7.97
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	2.9	2.00	7.31
1,515 riders 9.3%	St. Dev.	1.9	1.10	7.58
Child/student	Mean	5.1	1.91	9.77
117 riders 0.7%	St. Dev.	0.2	0.94	5.17
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	5.8	2.82	16.67
45 riders 0.2%	St. Dev.	1.0	0.98	7.47
All payment types	Mean	4.1	2.37	10.84
16,280 riders 100.0%	St. Dev.	1.5	1.16	8.32

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Dorchester Branch** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	548	3.0%	3.1%
One Day	290	1.6%	4.7%
Two Days	446	2.5%	7.3%
Three Days	901	5.0%	12.3%
Four Days	917	5.1%	17.5%
Five Days	9,174	51.8%	69.4%
Six Days	2,897	16.3%	85.7%
Seven Days	2,524	14.2%	100.0%
TOTAL	17,697	100.0%	100.0%
No Answer	120		

Usage Rates by Fare Type

Fare Payment Type		Number of Rides Taken		
		Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	Mean	4.2	2.29	10.21
4,998 riders 28.0%	St. Dev.	1.5	1.08	7.64
Adult monthly pass	Mean	5.4	2.49	13.85
10,807 riders 60.6%	St. Dev.	0.9	1.14	7.71
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	4.1	2.33	10.49
1,286 riders 7.2%	St. Dev.	1.6	1.16	8.81
Child/student	Mean	5.7	2.58	14.90
397 riders 2.2%	St. Dev.	0.8	1.27	8.16
Visitor Passport	Mean	3.3	4.05	12.55
12 riders 0.0%	St. Dev.	2.5	1.00	7.99
Other	Mean	4.9	2.87	15.52
293 riders 1.6%	St. Dev.	1.4	1.50	11.10
All payment types	Mean	5.0	2.43	12.63
17,817 riders 100.0%	St. Dev.	1.2	1.13	8.04

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **South Shore Branch** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	988	5.2%	5.2%
One Day	307	1.6%	6.9%
Two Days	480	2.5%	9.4%
Three Days	870	4.6%	14.0%
Four Days	1,079	5.7%	19.7%
Five Days	12,722	67.4%	87.2%
Six Days	1,624	8.6%	95.8%
Seven Days	797	4.2%	100.0%
TOTAL	18,867	100.0%	100.0%
No Answer	94		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	3.7	2.03	7.89
4,981 riders 26.2%	St. Dev.	1.4	0.79	5.45
Adult monthly pass	Mean	5.1	2.17	11.23
12,596 riders 66.4%	St. Dev.	0.6	0.83	5.10
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	3.0	1.98	6.51
1,128 riders 5.9%	St. Dev.	1.7	0.66	4.98
Child/student	Mean	5.1	2.45	13.50
163 riders 0.8%	St. Dev.	1.2	1.30	9.66
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	4.8	2.21	10.69
55 riders 0.2%	St. Dev.	0.8	0.76	4.65
All payment types	Mean	4.6	2.13	10.09
18,962 riders 100.0%	St. Dev.	1.0	0.81	5.51

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Northern Segment** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	40,673	89.6%
Not Licensed	4,737	10.4%
TOTAL	45,410	100.0%
No Answer	372	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	24,178	53.1%
No Auto Available	21,366	46.9%
TOTAL	45,544	100.0%
No Answer	238	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	10,930	24.2%	24.2%
One Vehicle	19,124	42.3%	66.6%
Two Vehicles	11,443	25.3%	91.9%
Three Vehicles	2,641	5.8%	97.8%
Four Vehicles	754	1.6%	99.5%
Five or More Vehicles	238	0.5%	100.0%
TOTAL	45,130	100.0%	100.0%
No Answer	652		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	10,930	24.3%	24.3%
Less than 0.5 Vehicles	6,575	14.6%	39.0%
0.5 to 0.99 Vehicles	14,687	32.7%	71.7%
1.0 to 1.49 Vehicles	11,969	26.6%	98.3%
1.5 to 1.99 Vehicles	354	0.7%	99.1%
2.0 or More Vehicles	399	0.8%	100.0%
TOTAL	44,914	100.0%	100.0%
No Answer	868		
Mean Household Size	2.48		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Central Segment** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	14,442	89.7%
Not Licensed	1,658	10.3%
TOTAL	16,100	100.0%
No Answer	180	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	8,974	55.5%
No Auto Available	7,201	44.5%
TOTAL	16,175	100.0%
No Answer	104	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	3,807	23.8%	23.8%
One Vehicle	5,752	35.9%	59.8%
Two Vehicles	5,032	31.4%	91.3%
Three Vehicles	904	5.6%	96.9%
Four Vehicles	380	2.3%	99.3%
Five or More Vehicles	110	0.6%	100.0%
TOTAL	15,985	100.0%	100.0%
No Answer	294		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	3,807	23.9%	24.0%
Less than 0.5 Vehicles	2,203	13.8%	37.9%
0.5 to 0.99 Vehicles	5,248	33.0%	70.9%
1.0 to 1.49 Vehicles	4,305	27.1%	98.1%
1.5 to 1.99 Vehicles	67	0.4%	98.5%
2.0 or More Vehicles	241	1.5%	100.0%
TOTAL	15,871	100.0%	100.0%
No Answer	409		
Mean Household Size	2.56		

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Dorchester Branch** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	13,925	79.1%
Not Licensed	3,688	20.9%
TOTAL	17,613	100.0%
No Answer	204	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	7,899	44.7%
No Auto Available	9,771	55.3%
TOTAL	17,670	100.0%
No Answer	147	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	4,917	28.4%	28.5%
One Vehicle	7,312	42.3%	70.8%
Two Vehicles	3,730	21.6%	92.5%
Three Vehicles	861	4.9%	97.4%
Four Vehicles	287	1.6%	99.1%
Five or More Vehicles	155	0.8%	100.0%
TOTAL	17,262	100.0%	100.0%
No Answer	555		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	4,917	28.8%	28.9%
Less than 0.5 Vehicles	4,136	24.2%	53.1%
0.5 to 0.99 Vehicles	4,720	27.7%	80.8%
1.0 to 1.49 Vehicles	3,070	18.0%	98.9%
1.5 to 1.99 Vehicles	79	0.4%	99.3%
2.0 or More Vehicles	114	0.6%	100.0%
TOTAL	17,036	100.0%	100.0%
No Answer	781		
Mean Household Size	2.93		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **South Shore Branch** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	17,184	91.4%
Not Licensed	1,621	8.6%
TOTAL	18,805	100.0%
No Answer	158	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	13,918	73.6%
No Auto Available	4,987	26.4%
TOTAL	18,905	100.0%
No Answer	57	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	1,781	9.5%	9.6%
One Vehicle	7,036	37.8%	47.4%
Two Vehicles	6,829	36.6%	84.1%
Three Vehicles	2,105	11.3%	95.4%
Four Vehicles	662	3.5%	98.9%
Five or More Vehicles	196	1.0%	100.0%
TOTAL	18,609	100.0%	100.0%
No Answer	352		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	1,781	9.6%	9.6%
Less than 0.5 Vehicles	2,686	14.5%	24.1%
0.5 to 0.99 Vehicles	6,755	36.4%	60.6%
1.0 to 1.49 Vehicles	6,815	36.8%	97.4%
1.5 to 1.99 Vehicles	244	1.3%	98.8%
2.0 or More Vehicles	228	1.2%	100.0%
TOTAL	18,509	100.0%	100.0%
No Answer	454		

Mean Household Size 2.72

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Northern Segment** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	432	0.9%	0.9%
18 - 24	6,800	14.9%	15.9%
25 - 34	17,880	39.2%	55.1%
35 - 44	10,144	22.2%	77.3%
45 - 64	8,753	19.1%	96.5%
65 and Older	1,586	3.4%	100.0%
TOTAL	45,595	100.0%	100.0%
No Answer	187		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	20,398	44.9%
Female	24,952	55.0%
TOTAL	45,351	100.0%
No Answer	430	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	28,237	62.0%	62.1%
Tradesperson	807	1.7%	63.9%
Clerical	4,045	8.8%	72.8%
Sales/Retail	1,389	3.0%	75.8%
Homemaker	427	0.9%	76.7%
Student	7,741	17.0%	93.8%
Retired	1,105	2.4%	96.2%
Unemployed	649	1.4%	97.6%
Other	1,080	2.3%	100.0%
TOTAL	45,480	100.0%	100.0%
No Answer	302		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	5,634	13.2%	13.3%
$20,000 - $29,999	5,221	12.3%	25.6%
$30,000 - $39,999	6,496	15.3%	40.9%
$40,000 - $59,999	9,594	22.6%	63.5%
$60,000 - $79,999	6,635	15.6%	79.1%
Over $80,000	8,850	20.8%	100.0%
TOTAL	42,430	100.0%	100.0%
No Answer	3,351		

Mean Household Size 2.48

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Central Segment** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	103	0.6%	0.6%
18 - 24	1,741	10.7%	11.4%
25 - 34	4,755	29.3%	40.7%
35 - 44	3,927	24.2%	64.9%
45 - 64	4,317	26.6%	91.5%
65 and Older	1,376	8.4%	100.0%
TOTAL	16,219	100.0%	100.0%
No Answer	60		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	8,146	50.7%
Female	7,921	49.2%
TOTAL	16,067	100.0%
No Answer	212	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	9,712	60.1%	60.2%
Tradesperson	515	3.1%	63.4%
Clerical	1,388	8.6%	72.0%
Sales/Retail	586	3.6%	75.6%
Homemaker	212	1.3%	76.9%
Student	1,963	12.1%	89.1%
Retired	1,088	6.7%	95.8%
Unemployed	280	1.7%	97.6%
Other	391	2.4%	100.0%
TOTAL	16,135	100.0%	100.0%
No Answer	145		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	1,931	12.8%	12.9%
$20,000 - $29,999	1,894	12.6%	25.5%
$30,000 - $39,999	2,270	15.1%	40.6%
$40,000 - $59,999	3,366	22.4%	63.0%
$60,000 - $79,999	2,524	16.8%	79.8%
Over $80,000	3,025	20.1%	100.0%
TOTAL	15,010	100.0%	100.0%
No Answer	1,271		

Mean Household Size	2.56

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Dorchester Branch** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	528	2.9%	3.0%
18 - 24	2,887	16.3%	19.3%
25 - 34	5,370	30.3%	49.7%
35 - 44	4,310	24.3%	74.1%
45 - 64	3,536	20.0%	94.1%
65 and Older	1,034	5.8%	100.0%
TOTAL	17,665	100.0%	100.0%
No Answer	152		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	7,153	40.8%
Female	10,348	59.1%
TOTAL	17,501	100.0%
No Answer	316	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	8,086	45.9%	46.0%
Tradesperson	680	3.8%	49.8%
Clerical	3,177	18.0%	67.9%
Sales/Retail	693	3.9%	71.8%
Homemaker	261	1.4%	73.3%
Student	2,933	16.6%	90.0%
Retired	849	4.8%	94.8%
Unemployed	201	1.1%	95.9%
Other	716	4.0%	100.0%
TOTAL	17,596	100.0%	100.0%
No Answer	221		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	3,038	19.1%	19.1%
$20,000 - $29,999	2,866	18.0%	37.2%
$30,000 - $39,999	2,754	17.3%	54.6%
$40,000 - $59,999	3,573	22.5%	77.1%
$60,000 - $79,999	2,063	12.9%	90.1%
Over $80,000	1,576	9.9%	100.0%
TOTAL	15,870	100.0%	100.0%
No Answer	1,947		

Mean Household Size 2.93

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **South Shore Branch** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	182	0.9%	1.0%
18 - 24	1,933	10.2%	11.2%
25 - 34	6,158	32.6%	43.8%
35 - 44	4,511	23.9%	67.7%
45 - 64	5,081	26.9%	94.7%
65 and Older	1,008	5.3%	100.0%
TOTAL	18,873	100.0%	100.0%
No Answer	89		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	7,374	39.3%
Female	11,381	60.6%
TOTAL	18,755	100.0%
No Answer	206	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	11,577	61.3%	61.4%
Tradesperson	524	2.7%	64.2%
Clerical	3,368	17.8%	82.0%
Sales/Retail	674	3.5%	85.6%
Homemaker	152	0.8%	86.4%
Student	1,193	6.3%	92.7%
Retired	766	4.0%	96.8%
Unemployed	225	1.1%	98.0%
Other	382	2.0%	100.0%
TOTAL	18,861	100.0%	100.0%
No Answer	102		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	1,263	7.2%	7.3%
$20,000 - $29,999	2,080	12.0%	19.3%
$30,000 - $39,999	2,871	16.5%	35.9%
$40,000 - $59,999	4,783	27.6%	63.5%
$60,000 - $79,999	3,500	20.2%	83.7%
Over $80,000	2,826	16.3%	100.0%
TOTAL	17,323	100.0%	100.0%
No Answer	1,639		

Mean Household Size	2.72

CTPS
8/27/97

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **Northern Segment** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.7	1.4%	6.0%	32.4%	42.9%	17.3%	44,465	1,317	1,500
Station cleanliness	3.5	3.0%	10.3%	35.6%	38.3%	12.8%	44,208	1,574	3,058
Parking availability	2.4	40.0%	16.5%	16.6%	14.0%	12.8%	25,182	20,600	1,624
Personal safety	3.7	1.5%	5.3%	30.0%	44.4%	18.8%	42,965	2,817	13,082
Vehicle security	3.0	13.4%	12.6%	39.4%	25.2%	9.4%	16,124	29,658	752
Cleanliness of trains	3.3	2.8%	13.1%	45.0%	32.9%	6.3%	43,239	2,543	3,104
Reliability	3.3	6.0%	16.1%	33.8%	33.6%	10.5%	44,255	1,527	17,968
Explanation of delays	2.8	15.8%	23.5%	33.3%	21.0%	6.4%	40,757	5,025	1,598
Announcement of stops	3.1	10.3%	20.5%	33.4%	24.2%	11.7%	43,055	2,727	490
Availability of seating	3.2	6.8%	16.5%	39.4%	27.3%	10.1%	43,882	1,900	3,727
Frequency of service	3.5	3.1%	9.1%	33.6%	40.4%	13.9%	44,003	1,780	15,278
Travel time/speed	3.6	2.9%	8.5%	31.4%	41.5%	15.7%	44,179	1,603	11,966

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	6,264	13.9%
No	38,818	86.1%
Total	45,082	100.0%
No Answer	700	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	2,353	40.6%
No	3,448	59.4%
Total	5,801	100.0%
No Answer	462	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	1,678	30.9%
No	3,751	69.1%
Total	5,429	100.0%
No Answer	834	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **Central Segment** **Red Line**

Expanded Results

Service Quality

	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.4	2.5%	11.3%	41.2%	32.1%	12.9%	15,657	623	490
Station cleanliness	3.3	4.7%	14.0%	40.1%	31.1%	10.0%	15,510	770	1,097
Parking availability	2.2	45.1%	16.7%	17.9%	12.5%	7.7%	8,562	7,718	598
Personal safety	3.5	2.5%	7.8%	38.2%	37.6%	14.0%	14,803	1,477	4,197
Vehicle security	2.8	17.9%	14.4%	40.8%	20.0%	6.9%	6,115	10,165	435
Cleanliness of trains	3.1	4.8%	16.1%	46.4%	26.8%	5.9%	14,875	1,405	1,311
Reliability	3.2	8.2%	16.1%	31.9%	32.3%	11.5%	15,600	680	5,412
Explanation of delays	2.8	18.2%	21.3%	33.2%	19.4%	7.9%	13,398	2,882	616
Announcement of stops	3.2	10.2%	19.5%	31.2%	23.2%	15.9%	15,225	1,055	167
Availability of seating	3.1	8.9%	16.0%	37.9%	27.1%	10.1%	15,337	943	1,085
Frequency of service	3.4	4.0%	11.3%	37.3%	34.3%	13.2%	15,480	801	4,785
Travel time/speed	3.5	3.7%	8.5%	33.2%	38.7%	15.8%	15,385	895	3,228

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	2,900	18.1%
No	13,106	81.9%
Total	16,006	100.0%
No Answer	273	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	984	36.7%
No	1,698	63.3%
Total	2,682	100.0%
No Answer	217	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	677	26.5%
No	1,879	73.5%
Total	2,556	100.0%
No Answer	344	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **Dorchester Branch** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.1	9.5%	14.7%	41.4%	23.1%	11.3%	16,581	1,236	796
Station cleanliness	3.1	7.3%	17.6%	39.4%	24.9%	10.8%	16,424	1,393	1,196
Parking availability	2.1	44.8%	19.0%	20.2%	10.0%	5.9%	11,315	6,503	537
Personal safety	3.0	10.0%	17.2%	41.2%	23.3%	8.3%	15,983	1,835	4,302
Vehicle security	2.3	30.5%	22.9%	33.2%	8.9%	4.5%	7,624	10,194	234
Cleanliness of trains	2.9	8.5%	20.4%	45.7%	19.5%	5.9%	16,219	1,598	1,278
Reliability	2.9	14.5%	21.8%	31.7%	21.9%	10.1%	16,776	1,042	5,340
Explanation of delays	2.7	20.7%	23.3%	30.6%	17.2%	8.1%	16,109	1,708	785
Announcement of stops	3.0	13.3%	19.3%	30.7%	22.9%	13.8%	16,269	1,548	298
Availability of seating	2.8	17.6%	18.9%	36.7%	19.7%	7.2%	16,439	1,379	1,317
Frequency of service	3.1	8.4%	15.8%	38.1%	28.3%	9.4%	16,497	1,321	3,954
Travel time/speed	3.2	8.0%	14.2%	35.9%	29.8%	12.0%	16,614	1,203	3,848

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	3,681	21.1%
No	13,798	78.9%
Total	17,479	100.0%
No Answer	338	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	1,042	30.2%
No	2,405	69.8%
Total	3,447	100.0%
No Answer	234	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	675	21.2%
No	2,508	78.8%
Total	3,183	100.0%
No Answer	497	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **South Shore Branch** **Red Line**

Expanded Results

Service Quality

	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.4	2.1%	9.4%	44.5%	32.8%	11.2%	18,252	711	388
Station cleanliness	3.3	4.4%	12.0%	40.3%	32.2%	11.1%	18,038	925	833
Parking availability	3.5	6.9%	12.1%	27.3%	31.7%	21.9%	14,972	3,991	1,875
Personal safety	3.6	2.9%	8.1%	34.0%	38.4%	16.6%	17,592	1,370	4,130
Vehicle security	3.3	5.2%	12.4%	42.9%	30.3%	9.2%	13,969	4,993	840
Cleanliness of trains	3.2	4.0%	16.3%	45.4%	28.3%	6.1%	17,738	1,225	1,058
Reliability	2.7	17.3%	27.1%	30.6%	19.6%	5.5%	18,380	582	6,941
Explanation of delays	2.6	20.9%	25.8%	30.4%	17.5%	5.4%	17,645	1,317	838
Announcement of stops	3.1	10.0%	20.2%	34.5%	24.1%	11.2%	18,084	878	277
Availability of seating	2.6	23.7%	24.5%	28.9%	15.9%	7.0%	18,136	826	2,257
Frequency of service	3.1	7.2%	18.8%	40.1%	27.3%	6.6%	18,183	779	4,786
Travel time/speed	3.0	8.8%	19.6%	40.4%	24.4%	6.8%	18,096	866	4,802

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	3,714	19.9%
No	14,974	80.1%
Total	18,688	100.0%
No Answer	273	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	1,219	35.3%
No	2,237	64.7%
Total	3,456	100.0%
No Answer	258	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	853	26.8%
No	2,334	73.2%
Total	3,187	100.0%
No Answer	527	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Northern Segment** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	1,764	4.9%	
Davis	2,699	7.4%	
Porter	3,299	9.1%	
Harvard	2,685	7.4%	
Central	2,027	5.6%	
Kendall	1,691	4.7%	
Charles	2,028	5.6%	
Park Street	1,010	2.8%	
Downtown Crossing	1,870	5.2%	
South Station	2,737	7.5%	
Broadway	263	0.7%	
Andrew	283	0.8%	
JFK/UMass	615	1.7%	
Savin Hill	118	0.3%	
Fields Corner	426	1.2%	
Shawmut	177	0.5%	
Ashmont	451	1.2%	279
North Quincy	277	0.8%	
Wollaston	248	0.7%	
Quincy Center	628	1.7%	
Quincy Adams	276	0.8%	
Braintree	295	0.8%	
TOTAL	25,865	71.3%	

Green Line			
Lechmere	93	0.3%	
Science Park	0	0.0%	
North Station	250	0.7%	12
Haymarket	463	1.3%	
Government Center	225	0.6%	1,144
Park Street	11	0.0%	5,620
Boylston	161	0.4%	
Arlington	595	1.6%	
Copley	640	1.8%	
Hynes Conv. Ctr.	285	0.8%	
Kenmore	293	0.8%	
B Blandford–Babcock	207	0.6%	
B Pack. Cor.–Warren St.	178	0.5%	
B Summit Ave.–BC	127	0.4%	
C St. Mary's–Winchester	223	0.6%	
C Brandon–Cleveland Cir.	177	0.5%	
D Fenway–Longwood	147	0.4%	
D Brook. Vill.–Brook. Hills	172	0.5%	
D Beaconsfield–Ches. Hill	132	0.4%	
D Newton Centre–Eliot	123	0.3%	
D Waban–Riverside	90	0.2%	
E Prudential–Symphony	198	0.5%	
E Northeastern–Museum	255	0.7%	
E Long. Med. –Brig Cir.	232	0.6%	
E Fenwood Rd.–Heath	95	0.3%	
TOTAL	5,370	14.8%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	168	0.5%	
Malden Center	496	1.4%	
Wellington	187	0.5%	
Sullivan Square	135	0.4%	
Community College	165	0.5%	
North Station	184	0.5%	
Haymarket	113	0.3%	
State	119	0.3%	
Downtown Crossing	0	0.0%	
Chinatown	62	0.2%	
New Eng. Med. Cent.	80	0.2%	
Back Bay	444	1.2%	
Mass. Ave.	198	0.5%	
Ruggles	184	0.5%	
Roxbury Crossing	39	0.1%	
Jackson Square	167	0.5%	
Stony Brook	135	0.4%	
Green	126	0.3%	
Forest Hills	437	1.2%	
TOTAL	3,441	9.5%	

Blue Line			
Wonderland	132	0.4%	
Revere Beach	66	0.2%	
Beachmont	9	0.0%	
Suffolk Downs	41	0.1%	
Orient Heights	109	0.3%	
Wood Island	45	0.1%	
Airport	300	0.8%	
Maverick	453	1.2%	
Aquarium	163	0.4%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	1,317	3.6%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	12	0.0%	
Butler	12	0.0%	
Milton	65	0.2%	
Central Ave	39	0.1%	
Valley Road	12	0.0%	
Capen Street	17	0.0%	
Mattapan	122	0.3%	
TOTAL	279	0.8%	

Total All Entries	36,272	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Central Segment** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	3,467	7.6%	
Davis	2,353	5.2%	
Porter	2,985	6.6%	
Harvard	5,978	13.2%	
Central	2,633	5.8%	
Kendall	1,475	3.3%	
Charles	501	1.1%	
Park Street	227	0.5%	
Downtown Crossing	215	0.5%	
South Station	1,013	2.2%	
Broadway	478	1.1%	
Andrew	1,313	2.9%	
JFK/UMass	1,263	2.8%	
Savin Hill	563	1.2%	
Fields Corner	1,481	3.3%	
Shawmut	604	1.3%	
Ashmont	2,002	4.4%	1,143
North Quincy	2,498	5.5%	
Wollaston	1,890	4.2%	
Quincy Center	2,564	5.7%	
Quincy Adams	1,938	4.3%	
Braintree	1,608	3.5%	
TOTAL	39,047	86.1%	

Green Line			
Lechmere	67	0.1%	
Science Park	44	0.1%	
North Station	75	0.2%	
Haymarket	40	0.1%	6
Government Center	17	0.0%	274
Park Street	0	0.0%	3,916
Boylston	29	0.1%	
Arlington	122	0.3%	
Copley	356	0.8%	
Hynes Conv. Ctr.	382	0.8%	
Kenmore	103	0.2%	9
B Blandford–Babcock	44	0.1%	
B Pack. Cor.–Warren St.	248	0.5%	
B Summit Ave.–BC	93	0.2%	
C St. Mary's–Winchester	273	0.6%	
C Brandon–Cleveland Cir.	150	0.3%	
D Fenway–Longwood	86	0.2%	
D Brook. Vill.–Brook. Hills	136	0.3%	
D Beaconsfield–Ches. Hill	86	0.2%	
D Newton Centre–Eliot	80	0.2%	
D Waban–Riverside	49	0.1%	
E Prudential–Symphony	46	0.1%	
E Northeastern–Museum	90	0.2%	
E Long. Med. –Brig Cir.	118	0.3%	
E Fenwood Rd.–Heath	46	0.1%	
TOTAL	2,782	6.1%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	152	0.3%	
Malden Center	261	0.6%	
Wellington	190	0.4%	
Sullivan Square	97	0.2%	
Community College	63	0.1%	
North Station	300	0.7%	
Haymarket	22	0.0%	
State	17	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	60	0.1%	
New Eng. Med. Cent.	97	0.2%	
Back Bay	132	0.3%	
Mass. Ave.	112	0.2%	
Ruggles	109	0.2%	
Roxbury Crossing	56	0.1%	
Jackson Square	47	0.1%	
Stony Brook	45	0.1%	
Green	45	0.1%	
Forest Hills	166	0.4%	
TOTAL	1,972	4.3%	

Blue Line			
Wonderland	87	0.2%	
Revere Beach	7	0.0%	
Beachmont	47	0.1%	
Suffolk Downs	4	0.0%	
Orient Heights	59	0.1%	
Wood Island	11	0.0%	
Airport	81	0.2%	
Maverick	103	0.2%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	24	0.1%	
TOTAL	424	0.9%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	53	0.1%	
Butler	60	0.1%	
Milton	251	0.6%	
Central Ave	197	0.4%	
Valley Road	47	0.1%	
Capen Street	87	0.2%	
Mattapan	447	1.0%	
TOTAL	1,143	2.5%	

Total All Entries	45,368	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Dorchester Branch** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	101	1.3%	
Davis	142	1.8%	
Porter	147	1.9%	
Harvard	454	5.9%	
Central	296	3.8%	
Kendall	88	1.1%	
Charles	103	1.3%	
Park Street	233	3.0%	
Downtown Crossing	919	11.9%	
South Station	524	6.8%	
Broadway	144	1.9%	
Andrew	165	2.1%	
JFK/UMass	183	2.4%	
Savin Hill	138	1.8%	
Fields Corner	199	2.6%	
Shawmut	60	0.8%	
Ashmont	223	2.9%	547
North Quincy	135	1.8%	
Wollaston	87	1.1%	
Quincy Center	189	2.5%	
Quincy Adams	18	0.2%	
Braintree	28	0.4%	
TOTAL	4,577	59.5%	

Green Line	Number of Riders	Percent of Riders	Transfers to
Lechmere	37	0.5%	
Science Park	0	0.0%	
North Station	11	0.1%	
Haymarket	71	0.9%	
Government Center	111	1.4%	155
Park Street	0	0.0%	1,909
Boylston	30	0.4%	
Arlington	66	0.9%	
Copley	99	1.3%	
Hynes Conv. Ctr.	54	0.7%	
Kenmore	76	1.0%	
B Blandford–Babcock	63	0.8%	
B Pack. Cor.–Warren St.	167	2.2%	
B Summit Ave.–BC	51	0.7%	
C St. Mary's–Winchester	53	0.7%	
C Brandon–Cleveland Cir.	49	0.6%	
D Fenway–Longwood	53	0.7%	
D Brook. Vill.–Brook. Hills	31	0.4%	
D Beaconsfield–Ches. Hill	19	0.2%	
D Newton Centre–Eliot	35	0.5%	
D Waban–Riverside	17	0.2%	
E Prudential–Symphony	27	0.4%	
E Northeastern–Museum	64	0.8%	
E Long. Med. –Brig Cir.	157	2.0%	
E Fenwood Rd.–Heath	21	0.3%	
TOTAL	1,362	17.7%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	32	0.4%	
Malden Center	161	2.1%	
Wellington	38	0.5%	
Sullivan Square	38	0.5%	
Community College	63	0.8%	
North Station	40	0.5%	
Haymarket	75	1.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	23	0.3%	
New Eng. Med. Cent.	23	0.3%	
Back Bay	154	2.0%	
Mass. Ave.	74	1.0%	
Ruggles	44	0.6%	
Roxbury Crossing	60	0.8%	
Jackson Square	27	0.4%	
Stony Brook	15	0.2%	
Green	8	0.1%	
Forest Hills	65	0.8%	
TOTAL	940	12.2%	

Blue Line	Number of Riders	Percent of Riders	Transfers to
Wonderland	32	0.4%	
Revere Beach	18	0.2%	
Beachmont	14	0.2%	
Suffolk Downs	0	0.0%	
Orient Heights	44	0.6%	
Wood Island	0	0.0%	
Airport	40	0.5%	
Maverick	112	1.5%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	261	3.4%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers to
Ashmont	131	1.7%	
Cedar Grove	37	0.5%	
Butler	23	0.3%	
Milton	23	0.3%	
Central Ave	52	0.7%	
Valley Road	0	0.0%	
Capen Street	12	0.2%	
Mattapan	274	3.6%	
TOTAL	553	7.2%	

Total All Entries	7,692	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **South Shore Branch** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	95	1.6%	
Davis	96	1.6%	
Porter	93	1.6%	
Harvard	329	5.6%	
Central	102	1.7%	
Kendall	130	2.2%	
Charles	152	2.6%	
Park Street	284	4.8%	
Downtown Crossing	484	8.2%	
South Station	545	9.2%	
Broadway	134	2.3%	
Andrew	121	2.1%	
JFK/UMass	272	4.6%	
Savin Hill	28	0.5%	
Fields Corner	50	0.8%	
Shawmut	0	0.0%	
Ashmont	64	1.1%	24
North Quincy	194	3.3%	
Wollaston	102	1.7%	
Quincy Center	336	5.7%	
Quincy Adams	19	0.3%	
Braintree	61	1.0%	
TOTAL	3,694	62.7%	

Green Line			
Lechmere	42	0.7%	
Science Park	0	0.0%	
North Station	76	1.3%	
Haymarket	66	1.1%	
Government Center	70	1.2%	18
Park Street	0	0.0%	1,142
Boylston	15	0.3%	
Arlington	132	2.2%	
Copley	150	2.5%	
Hynes Conv. Ctr.	80	1.4%	
Kenmore	69	1.2%	
B Blandford–Babcock	76	1.3%	
B Pack. Cor.–Warren St.	41	0.7%	
B Summit Ave.–BC	19	0.3%	
C St. Mary's–Winchester	58	1.0%	
C Brandon–Cleveland Cir.	39	0.7%	
D Fenway–Longwood	7	0.1%	
D Brook. Vill.–Brook. Hills	29	0.5%	
D Beaconsfield–Ches. Hill	31	0.5%	
D Newton Centre–Eliot	5	0.1%	
D Waban–Riverside	5	0.1%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	20	0.3%	
E Long. Med. –Brig Cir.	70	1.2%	
E Fenwood Rd.–Heath	17	0.3%	
TOTAL	1,118	19.0%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	32	0.5%	
Malden Center	66	1.1%	
Wellington	59	1.0%	
Sullivan Square	34	0.6%	
Community College	13	0.2%	
North Station	117	2.0%	
Haymarket	93	1.6%	
State	59	1.0%	
Downtown Crossing	0	0.0%	
Chinatown	26	0.4%	
New Eng. Med. Cent.	110	1.9%	
Back Bay	134	2.3%	
Mass. Ave.	32	0.5%	
Ruggles	98	1.7%	
Roxbury Crossing	9	0.2%	
Jackson Square	31	0.5%	
Stony Brook	11	0.2%	
Green	0	0.0%	
Forest Hills	51	0.9%	
TOTAL	976	16.6%	

Blue Line			
Wonderland	9	0.2%	
Revere Beach	0	0.0%	
Beachmont	9	0.2%	
Suffolk Downs	0	0.0%	
Orient Heights	15	0.3%	
Wood Island	0	0.0%	
Airport	20	0.3%	
Maverick	11	0.2%	
Aquarium	10	0.2%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	9	0.2%	
TOTAL	82	1.4%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	6	0.1%	
Mattapan	18	0.3%	
TOTAL	24	0.4%	

Total All Entries	5,894	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Northern Segment** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	30,118	83.5%
Park 'n' ride	1,277	3.5%
Pick up	344	0.9%
Bicycle	44	0.1%
Taxicab	38	0.1%
Other	27	0.0%
Total private trans.	31,765	88.2%
MBTA Bus	3,853	10.7%
Commuter rail	220	0.6%
Other bus/shuttle	190	0.5%
TOTAL	36,028	100.0%
No Answer	163	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
73	551	13.6%	1.5%
71	427	10.6%	1.2%
70	317	7.9%	0.9%
77	242	6.0%	0.7%
74	229	5.7%	0.6%
62	204	5.1%	0.6%
76	193	4.8%	0.5%
66	167	4.1%	0.5%
350	134	3.3%	0.4%
47	129	3.2%	0.4%
Other	1,445	35.8%	4.0%
TOTAL	4,038	100.0%	11.2%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	18,723	62.8%	192	15.0%	72	21.3%	11	40.7%	19,026	60.3%
6-10	7,976	26.8%	250	19.6%	106	31.4%	16	59.3%	8,384	26.6%
11-15	2,397	8.0%	163	12.8%	80	23.7%	0	0.0%	2,650	8.4%
16-20	590	2.0%	254	19.9%	50	14.8%	0	0.0%	894	2.8%
21-30	116	0.4%	139	10.9%	20	5.9%	0	0.0%	275	0.9%
31-45	14	0.0%	169	13.2%	10	3.0%	0	0.0%	193	0.6%
Over 45	0	0.0%	110	8.6%	0	0.0%	0	0.0%	110	0.3%
TOTAL	29,816	100.0%	1,277	100.0%	338	100.0%	27	100.0%	31,532	100.0%
No Answer	302		0		7		0		371	
Mean	6.4		26.5		13.0		6.7		7.3	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Central** **Segment** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	42,386	93.8%
Park 'n' ride	65	0.1%
Pick up	425	0.9%
Bicycle	5	0.0%
Taxicab	22	0.0%
Other	111	0.2%
Total private trans.	42,987	95.1%
MBTA Bus	750	1.7%
Commuter rail	601	1.3%
Other bus/shuttle	845	1.9%
TOTAL	45,183	100.0%
No Answer	146	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
WTC	363	22.7%	0.8%
9	207	12.9%	0.5%
EMP	133	8.3%	0.3%
BUMC	99	6.2%	0.2%
304	92	5.8%	0.2%
7	81	5.1%	0.2%
11	74	4.6%	0.2%
PLB	64	4.0%	0.1%
6	59	3.7%	0.1%
CTW	59	3.7%	0.1%
Other	368	23.0%	0.8%
TOTAL	1,599	100.0%	3.5%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	27,993	67.1%	26	40.0%	116	28.0%	7	7.1%	28,182	66.5%
6-10	11,159	26.7%	27	41.5%	153	37.0%	0	0.0%	11,342	26.8%
11-15	1,993	4.8%	0	0.0%	60	14.5%	3	3.0%	2,065	4.9%
16-20	414	1.0%	8	12.3%	43	10.4%	0	0.0%	465	1.1%
21-30	166	0.4%	0	0.0%	20	4.8%	0	0.0%	186	0.4%
31-45	19	0.0%	4	6.2%	9	2.2%	0	0.0%	32	0.1%
Over 45	0	0.0%	0	0.0%	13	3.1%	89	89.9%	102	0.2%
TOTAL	41,744	100.0%	65	100.0%	414	100.0%	99	100.0%	42,374	100.0%
No Answer	641		0		11		13		690	
Mean	5.9		11.0		16.6		259.4		6.6	

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Dorchester Branch** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	3,540	46.5%
Park 'n' ride	251	3.3%
Pick up	393	5.1%
Bicycle	0	0.0%
Taxicab	14	0.1%
Other	12	0.1%
Total private trans.	4,196	55.2%
MBTA Bus	1,012	13.3%
Commuter rail	0	0.0%
Other bus/shuttle	2,392	31.5%
TOTAL	7,600	100.0%
No Answer	78	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
UMAS	2,213	65.0%	29.1%
17	117	3.4%	1.5%
22	111	3.3%	1.5%
23	102	3.0%	1.3%
BAT	91	2.7%	1.2%
8	88	2.6%	1.2%
20	81	2.4%	1.1%
240	68	2.0%	0.9%
21	65	1.9%	0.9%
10	63	1.9%	0.8%
Other	406	11.9%	5.3%
TOTAL	3,405	100.0%	44.8%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,707	49.6%	83	33.7%	205	54.2%	6	50.0%	2,036	49.4%
6-10	1,145	33.3%	98	39.8%	127	33.6%	6	50.0%	1,382	33.5%
11-15	443	12.9%	32	13.0%	23	6.1%	0	0.0%	502	12.2%
16-20	110	3.2%	0	0.0%	17	4.5%	0	0.0%	127	3.1%
21-30	33	1.0%	7	2.8%	6	1.6%	0	0.0%	46	1.1%
31-45	4	0.1%	0	0.0%	0	0.0%	0	0.0%	4	0.1%
Over 45	0	0.0%	26	10.6%	0	0.0%	0	0.0%	26	0.6%
TOTAL	3,442	100.0%	246	100.0%	378	100.0%	12	100.0%	4,123	100.0%
No Answer	97		6		15		0		137	
Mean	7.9		14.1		7.9		6.0		8.2	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **South Shore Branch** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	2,916	50.3%
Park 'n' ride	1,237	21.3%
Pick up	582	10.0%
Bicycle	8	0.1%
Taxicab	45	0.7%
Other	20	0.3%
Total private trans.	4,754	82.1%
MBTA Bus	712	12.3%
Commuter rail	0	0.0%
Other bus/shuttle	328	5.7%
TOTAL	5,794	100.0%
No Answer	48	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
EMP	328	31.6%	5.7%
220	155	14.9%	2.7%
214	119	11.5%	2.1%
225	115	11.1%	2.0%
230	93	9.0%	1.6%
222	78	7.5%	1.3%
245	27	2.6%	0.5%
215	23	2.2%	0.4%
238	20	1.9%	0.3%
236	19	1.8%	0.3%
Other	62	6.0%	1.1%
TOTAL	1,039	100.0%	17.9%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,413	48.8%	138	11.2%	163	28.5%	8	42.1%	1,731	36.7%
6-10	994	34.3%	303	24.7%	244	42.7%	0	0.0%	1,541	32.6%
11-15	324	11.2%	152	12.4%	92	16.1%	11	57.9%	579	12.3%
16-20	107	3.7%	225	18.3%	48	8.4%	0	0.0%	380	8.0%
21-30	34	1.2%	279	22.7%	18	3.2%	0	0.0%	331	7.0%
31-45	25	0.9%	73	5.9%	6	1.1%	0	0.0%	104	2.2%
Over 45	0	0.0%	57	4.6%	0	0.0%	0	0.0%	57	1.2%
TOTAL	2,897	100.0%	1,227	100.0%	571	100.0%	19	100.0%	4,723	100.0%
No Answer	18		9		12		0		49	
Mean	8.1		19.8		10.6		9.1		11.5	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Northern Segment** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Cambridge: Kendall/MIT	12,146	33.6%	2.0%	14.5%	77.5%	1.7%	0.7%	1.0%	2.5%
Cambridge: Harvard Square	9,813	27.1%	5.6%	17.2%	50.4%	8.1%	8.7%	6.0%	4.0%
Cambridge: Central Square	3,584	9.9%	21.7%	1.8%	51.6%	9.3%	8.6%	3.5%	3.4%
Cambridge: North Cambridge	2,874	7.9%	20.5%	3.8%	47.0%	8.5%	8.8%	7.4%	3.9%
Somerville: Davis Square	1,914	5.3%	47.3%	2.5%	30.0%	9.8%	6.6%	1.7%	2.1%
Arlington	677	1.9%	82.3%		10.3%	2.6%	2.2%		2.6%
Cambridge: Fresh Pond	594	1.6%	30.7%	1.9%	37.6%	20.4%	5.6%	0.7%	3.0%
Lexington	589	1.6%	50.0%	3.6%	39.4%	4.5%		0.9%	1.6%
Boston: Allston/Brighton	566	1.6%	34.8%	3.9%	46.5%	4.3%	2.9%	1.9%	5.7%
Watertown	455	1.3%	41.4%		36.7%	13.6%	6.4%	1.8%	
Belmont	454	1.3%	63.8%	1.8%	28.2%	2.7%	2.1%	1.5%	
Medford	425	1.2%	36.7%	31.1%	27.1%	2.3%	0.7%	2.1%	
Somerville: Spring Hill	313	0.9%	77.0%		9.2%	2.9%	4.7%	6.2%	
Waltham	312	0.9%	25.3%	15.0%	48.5%	1.9%			9.3%
Boston: BU-Fenway-Longwood	175	0.5%		13.5%	81.0%	5.5%			
Concord	137	0.4%	60.7%	3.2%	30.1%		6.0%		
Cambridge: Unspecified	135	0.4%	15.8%	8.4%	42.5%	12.1%	5.0%	3.3%	12.8%
Burlington	120	0.3%	44.0%		46.3%	9.7%			
Bedford	92	0.3%	32.3%	11.2%	42.4%			7.4%	6.7%
Woburn	78	0.2%	52.1%	24.1%				12.5%	11.3%
Somerville: E Somerville	73	0.2%	53.5%		17.3%		17.3%	11.9%	
Lincoln	70	0.2%	77.9%	12.6%	9.5%				
Fitchburg	48	0.1%	68.2%		31.8%				
New Hampshire	45	0.1%	100.0%						
Somerville: Winter Hill	43	0.1%	68.1%	9.0%	23.0%				
Other	464	1.3%	65.8%	1.0%	27.4%	1.5%	2.1%	1.4%	0.7%
TOTAL	36,195	100.0%	16.5%	11.1%	55.3%	5.8%	4.9%	3.3%	3.1%
Unknown	76								

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Central Segment** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Financial-Retail	17,253	38.1%	0.4%	0.9%	81.8%	2.7%	10.1%	1.9%	2.2%
Boston: Waterfront	7,169	15.8%	0.7%	0.6%	87.2%	4.0%	0.7%	1.9%	4.8%
Boston: Beacon Hill	5,523	12.2%	6.9%	3.5%	67.1%	15.3%	1.1%	3.8%	2.3%
Boston: Government Center	5,271	11.7%	0.8%	6.0%	83.3%	4.3%	1.2%	1.2%	3.1%
Boston: South Boston	2,784	6.2%	8.2%	2.0%	81.1%	2.4%	0.4%	2.2%	3.7%
Boston: Unspecified downtown	2,562	5.7%	2.4%	3.1%	59.6%	4.3%	10.3%	3.1%	17.2%
Boston: Park Square	2,050	4.5%	1.0%	9.3%	76.6%	3.8%	4.0%	2.7%	2.6%
Boston: Back Bay	532	1.2%	8.8%	11.5%	61.7%	5.6%	7.6%	2.5%	2.2%
Boston: South End	479	1.1%	9.1%	10.7%	68.5%	5.3%	3.1%	2.2%	1.0%
Boston: North End	295	0.7%	9.7%	10.1%	69.7%	4.5%		3.0%	3.0%
Boston: Charlestown	143	0.3%	6.2%	15.0%	72.8%			6.1%	
Newton	135	0.3%	32.9%	15.9%	51.2%				
Boston: Prudential	112	0.2%			80.2%			6.0%	13.8%
Natick	62	0.1%	31.1%		37.3%			13.9%	17.7%
Norwood	50	0.1%	61.3%		29.6%	9.1%			
Boston: Hyde Park	49	0.1%	69.1%		13.5%	13.3%		4.1%	
Rhode Island	44	0.1%	62.1%	11.4%	26.5%				
Sharon	43	0.1%	70.4%			29.6%			
New Hampshire	40	0.1%	84.2%					15.8%	
Stoughton	37	0.1%	82.8%		17.2%				
Wellesley	35	0.1%	14.4%		58.8%				26.8%
Needham	29	0.1%	78.3%		21.7%				
Cambridge: Kendall/MIT	27	0.1%		30.2%	55.5%	14.3%			
Boston: South Dorchester	25	0.1%	100.0%						
Canton	24	0.1%	72.7%		27.3%				
Other	462	1.0%	49.8%	8.7%	29.5%	6.1%		3.0%	2.8%
TOTAL	45,235	100.0%	3.4%	2.8%	77.8%	4.9%	5.2%	2.3%	3.7%
Unknown	132								

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Dorchester Branch** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: North Dorchester	4,392	57.1%	15.8%	45.7%	28.0%	3.1%	2.0%	2.5%	2.9%
Boston: South Dorchester	1,396	18.2%	60.2%	1.8%	24.5%	6.8%	1.7%	2.8%	2.3%
Boston: Mattapan	556	7.2%	48.8%		21.3%	3.9%	17.4%	1.7%	6.8%
Boston: South Boston	499	6.5%	45.9%	3.0%	41.6%	1.5%		5.2%	2.8%
Milton	215	2.8%	44.5%	11.6%	21.9%		5.4%	11.5%	5.2%
Boston: Roxbury	158	2.1%	27.0%		54.8%	11.5%			6.8%
Brockton	91	1.2%	70.9%	6.4%	17.8%				4.9%
Boston: Unspecified southeast	77	1.0%	49.0%		7.4%		24.4%	19.3%	
Boston: Hyde Park	59	0.8%	88.7%	11.3%					
Boston: South End	52	0.7%			79.0%	21.0%			
Randolph	47	0.6%	40.1%		51.8%	8.1%			
Quincy	43	0.6%	36.5%		36.4%	27.0%			
Taunton	26	0.3%	100.0%						
Boston: Roslindale	24	0.3%		24.3%	27.7%	48.0%			
Hingham	12	0.2%						100.0%	
Boston: BU-Fenway-Longwood	12	0.2%			100.0%				
Canton	9	0.1%		32.3%	67.7%				
Boston: Jamaica Plain	8	0.1%					100.0%		
Stoughton	7	0.1%	100.0%						
Rockland	6	0.1%		100.0%					
TOTAL	7,687	100.0%	31.1%	27.3%	28.1%	4.1%	3.2%	3.1%	3.1%

Unknown 5

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **South Shore Branch** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Quincy	4,041	68.6%	37.6%	4.9%	47.9%	4.0%	1.2%	1.6%	2.9%
Braintree	687	11.7%	41.3%	1.3%	32.3%	7.7%	3.2%	5.9%	8.3%
Weymouth	337	5.7%	88.2%	2.8%	6.4%	2.6%			
Hingham	131	2.2%	97.8%			2.2%			
Randolph	83	1.4%	84.0%		10.6%			5.4%	
Marshfield	53	0.9%	100.0%						
Plymouth	47	0.8%	14.9%						85.1%
Scituate	44	0.7%	100.0%						
Brockton	44	0.7%	78.3%			6.8%		15.0%	
Milton	41	0.7%	34.7%		25.4%			40.0%	
Holbrook	40	0.7%	100.0%						
Rockland	38	0.6%	100.0%						
East Bridgewater	34	0.6%	100.0%						
Hanover	33	0.6%	100.0%						
Fall River	29	0.5%	100.0%						
Boston: South Dorchester	26	0.4%	34.1%		65.9%				
Abington	23	0.4%	51.5%			48.5%			
Foxborough	15	0.2%			100.0%				
Sharon	14	0.2%	100.0%						
Whitman	12	0.2%							100.0%
Hull	11	0.2%	100.0%						
Connecticut	11	0.2%	100.0%						
Norwell	10	0.2%	100.0%						
Sandwich	10	0.2%			100.0%				
Stoughton	10	0.2%							100.0%
Other	64	1.1%	84.9%	15.1%					
TOTAL	5,889	100.0%	46.7%	3.8%	38.0%	4.1%	1.2%	2.3%	4.0%
Unknown	5								

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2. Origin Locations and Activities

These tables show where Red Line riders started their trips, and what their activities were at each of those origin locations. This information is useful in defining the market area for each of the Red Line stations and also understanding what kinds of trips are made on the Red Line. This latter issue is considered further in chapter 4.

OVERVIEW OF RESULTS

Origin Locations

Northern Segment

The size of the market area for each Red Line station depended on the ease of access from other towns and the amount of parking available. Among the 6 stations in the Northern Segment, only Alewife has a signficant amount of parking available. That station, along with Porter, which serves a large number of people transferring from the Fitchburg commuter rail line, and Harvard, which serves many people transferring from buses, had a spread out pattern of origin locations. In contrast, boardings at most of the other stations were somewhat more concentrated, with typically 78% or more of passengers coming from the immediately surrounding neighborhoods.

Central Segment

No stations in the Central Segment have any MBTA parking. However, all of the stations serve passengers transferring either from commuter rail, bus routes, or both (over 100 people walked from North Station to board the Red Line at Charles/MGH). These connections led to spread out origins for all of these stations.[3]

Dorchester Branch

Dorchester Branch stations serve mainly the local neighborhoods, with small numbers of passengers coming from towns to the south. Ashmont and Mattapan

[3]The tables for Downtown Crossing and Park Street in this chapter include only passengers boarding the Red Line from outside the system. See Appendix B for origin information for all passengers entering at these stations.

serve somewhat wider areas due to some available parking and the large number of bus routes that terminate there.

South Shore Branch

All of the stations on the South Shore Branch have a significant amount of parking, with two of the largest garages in the system located at Quincy Adams and Braintree. While the northern three stations serve mainly the city of Quincy, with smaller numbers driving in from the south, the southern two stations are clearly regional in nature.

Origin Activities

Northern Segment

At the three outer stations, (Alewife through Porter), roughly 90% of boarding passengers were coming from home. At Harvard and Central, a significant majority of passengers came from home, but more than 10% of passengers were coming from work, and another 9% at Harvard came from school. These figures reflect the greater amount of commercial and institutional develoment in these latter stations as compared with the outer stations. At Kendall, 41% of passengers came from work and another 17% came from school, with only 30% coming from home.

Central Segment

At the two inner stations of the Central Segment, large numbers of passengers came from work, personal business and shopping, reflecting the high concentration of commercial and retail development around Park Street and Downtown Crossing. At the other three stations, home accounted for a slim majority of origin activities because of nearby residential areas (at Charles/MGH and Broadway) or transfers from other transit modes (at South Station).

Dorchester Branch

All of the Dorchester Branch stations, except for JFK/UMass, serve primarily residential areas. As a result, the overwhelming majority of trips started at home. At JFK/UMass, school accounted for more than one-quarter of origin activities.

South Shore Branch

More than 90% of the passengers at each of the five stations on this branch were coming from home. Commercial development around North Quincy and Quincy Center led to a small number of trips (150-200) coming from work.

DESCRIPTION OF TABLES

Origin Locations

The left-hand portion of each table lists the cities, towns or neighborhoods which are the origin locations for trips beginning at each Red Line station. All origin locations are aggregated by city or town, except for those in Boston, Cambridge, Somerville and Brookline. Boston origins were broken down into twenty-three neighborhoods, Cambridge origins into five neighborhoods, and Somerville and Brookline into four each.[4] These neighborhood designations are shown in Figure 2-1. Riders from outside of Massachusetts are aggregated by state rather than by town. The origin locations are listed in descending order by the number of riders. The report is set up to show a maximum of twenty-five locations. For those stations with more than twenty-five distinct origin locations, all other locations below the top twenty-five are combined into "Other." Survey responses which did not contain enough information to determine an origin town are included in the "Unknown" category at the bottom of the table. The percentages of riders in the second column of figures do not include the "unknown" responses.

Origin Activities

The right-hand portion of the table breaks down the total riders for each location by the activities revealed in the responses to question 2a on the survey form. The breakdown is shown only in percentages rather than absolute numbers. It is possible to derive the number of riders for each activity by multiplying the percentage by the total riders for that location.

It is important to note that as one moves down the list of origin locations, the number of survey responses declines. For some of the less significant origin locations, the breakdown of activities may be based on only a few surveys, in some cases, only one or two. Thus, the percentage breakdown of activities is statistically valid only for the top few origin locations and the station total shown in the last line on the table.

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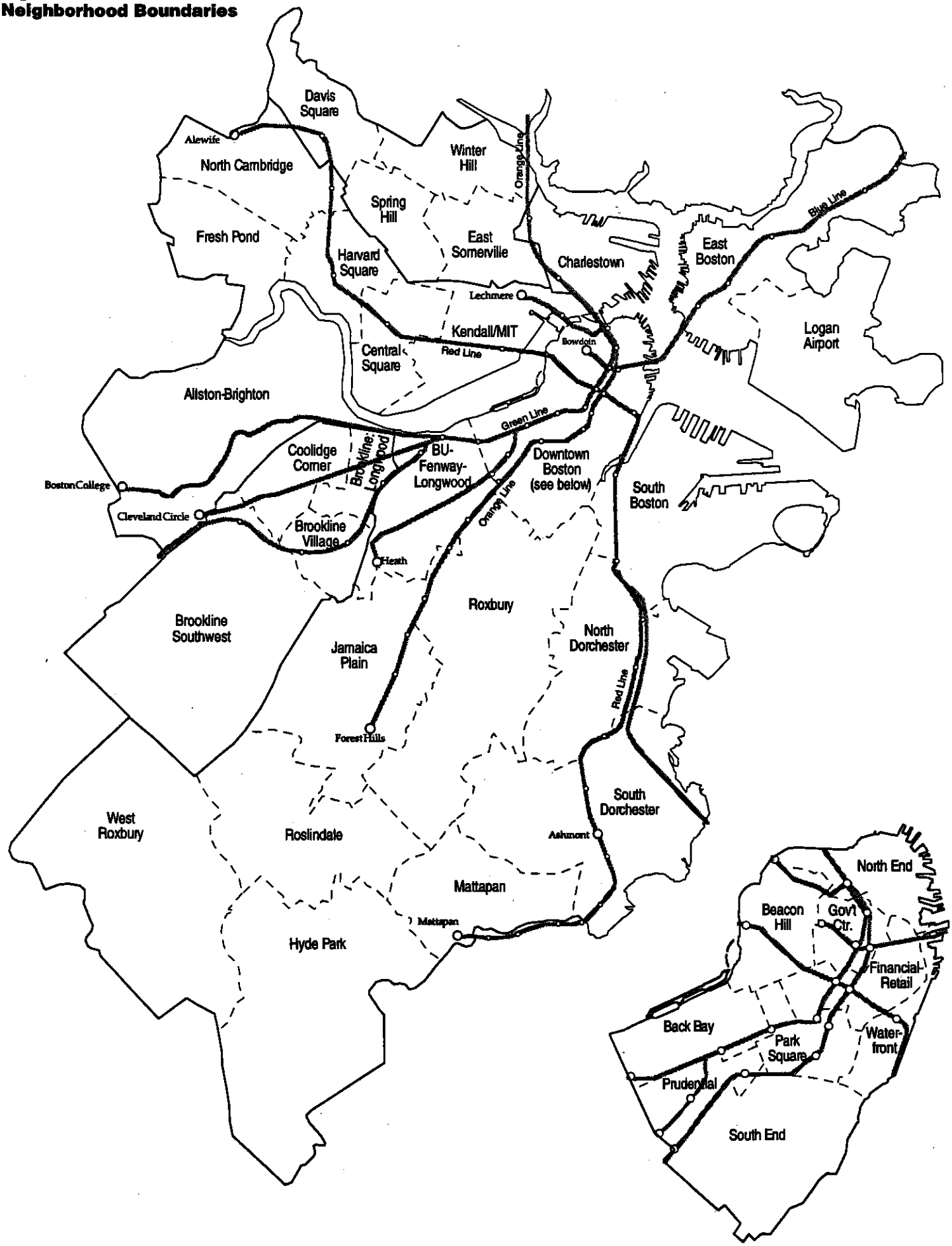
[4]The neighborhood designations for Boston are the standard ones used at CTPS for land use modeling. The neighborhoods for Cambridge, Somerville and Brookline were developed specially for the Systemwide Survey project.

Figure 2–1
Neighborhood Boundaries



MBTA Rapid Transit
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Origin Locations and Activities

Boarding Station: **Alewife** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Arlington	2,426	34.4%	97.3%	0.2%	0.8%	0.7%	0.4%	0.4%	0.1%
Lexington	1,150	16.3%	91.1%		5.8%	1.9%	0.3%	0.6%	0.3%
Cambridge: North Cambridge	555	7.9%	64.3%	2.2%	24.5%	3.3%	1.3%	3.7%	0.7%
Waltham	305	4.3%	89.2%		7.3%	1.1%		1.3%	1.1%
Bedford	270	3.8%	88.9%		5.3%	3.3%		2.5%	
Belmont	254	3.6%	94.8%	2.6%				2.6%	
Concord	254	3.6%	95.1%	2.6%	2.3%				
Winchester	144	2.0%	96.0%		4.0%				
Acton	136	1.9%	100.0%						
New Hampshire	127	1.8%	95.5%		4.5%				
Woburn	117	1.7%	97.2%			2.8%			
Lincoln	88	1.2%	85.9%		14.1%				
Burlington	85	1.2%	81.4%		7.9%				10.7%
Cambridge: Fresh Pond	63	0.9%	65.7%		9.1%			10.7%	14.5%
Chelmsford	55	0.8%	100.0%						
Harvard	53	0.8%	100.0%						
Carlisle	52	0.7%	100.0%						
Pepperell	45	0.6%	100.0%						
Leominster	41	0.6%	100.0%						
Maynard	41	0.6%	100.0%						
Medford	41	0.6%	83.7%			8.1%		8.1%	
Billerica	39	0.6%	100.0%						
Sudbury	38	0.5%	100.0%						
Westford	38	0.5%	100.0%						
Littleton	36	0.5%	100.0%						
Other	591	8.4%	88.1%	1.1%	7.6%	1.1%	0.6%	1.0%	0.6%
TOTAL	7,044	100.0%	91.5%	0.5%	4.9%	1.2%	0.3%	1.0%	0.5%
Unknown	73								

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Origin Locations and Activities

Boarding Station: **Davis** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Somerville: Davis Square	4,667	67.5%	92.2%	1.9%	1.9%	2.0%	0.4%	1.3%	0.3%
Medford	843	12.2%	79.9%	15.1%	1.5%	0.9%	0.5%	1.1%	1.0%
Cambridge: North Cambridge	549	7.9%	94.4%	0.8%	2.4%	1.6%		0.8%	
Somerville: Spring Hill	276	4.0%	86.9%	3.4%	5.1%	1.4%		3.3%	
Arlington	238	3.4%	98.2%						1.8%
Somerville: Winter Hill	99	1.4%	100.0%						
Somerville: E Somerville	78	1.1%	95.1%		4.9%				
Winchester	27	0.4%	100.0%						
New Hampshire	17	0.3%	100.0%						
Woburn	13	0.2%	100.0%						
Andover	9	0.1%	100.0%						
Cambridge: Fresh Pond	8	0.1%	100.0%						
Belmont	5	0.1%	100.0%						
Framingham	4	0.1%	100.0%						
Hamilton	4	0.1%	100.0%						
Lexington	4	0.1%	100.0%						
Littleton	4	0.1%	100.0%						
Malden	4	0.1%	100.0%						
Melrose	4	0.1%	100.0%						
North Andover	4	0.1%	100.0%						
North Reading	4	0.1%	100.0%						
Reading	4	0.1%	100.0%						
Revere	4	0.1%	100.0%						
Wakefield	4	0.1%	100.0%						
Waltham	4	0.1%	100.0%						
Other	30	0.4%	100.0%						
TOTAL	6,913	100.0%	91.2%	3.3%	2.0%	1.6%	0.3%	1.2%	0.4%
Unknown	8								

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1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Porter** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Cambridge: North Cambridge	3,250	39.6%	78.9%	2.1%	4.8%	3.7%	5.4%	4.8%	0.4%
Somerville: Spring Hill	2,294	28.0%	92.5%	1.2%	1.6%	2.0%	1.2%	1.4%	
Arlington	478	5.8%	94.4%	1.4%	2.8%			1.3%	
Somerville: Davis Square	449	5.5%	94.1%		1.2%	2.3%	2.3%		
Cambridge: Harvard Square	432	5.3%	82.5%	4.7%	5.7%	4.4%	2.7%		
Acton	153	1.9%	100.0%						
Concord	151	1.8%	95.8%					4.2%	
Waltham	143	1.7%	78.4%	12.4%	4.7%		4.4%		
Somerville: E Somerville	94	1.1%	87.2%	7.2%			5.6%		
Somerville: Unspecified	71	0.9%	90.5%				9.5%		
Maynard	44	0.5%	100.0%						
Stow	40	0.5%	100.0%						
Boxborough	38	0.5%	100.0%						
Shirley	37	0.4%	100.0%						
Weston	37	0.4%	100.0%						
Lincoln	35	0.4%	84.8%				15.2%		
Leominster	32	0.4%	80.0%		20.0%				
New Hampshire	25	0.3%	100.0%						
Medford	24	0.3%	100.0%						
Groton	19	0.2%	100.0%						
Harvard	19	0.2%	66.7%	33.3%					
Ayer	19	0.2%	100.0%						
Belmont	19	0.2%	100.0%						
Littleton	18	0.2%	100.0%						
Lunenburg	18	0.2%	70.6%				29.4%		
Other	263	3.2%	100.0%						
TOTAL	8,201	100.0%	87.0%	1.9%	3.1%	2.4%	3.1%	2.4%	0.2%
Unknown	46								

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Origin Locations and Activities

Boarding Station: **Harvard** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Cambridge: Harvard Square	6,832	53.2%	48.7%	14.7%	17.9%	4.2%	7.8%	4.2%	2.5%
Belmont	1,463	11.4%	95.4%		2.3%	0.9%		0.8%	0.7%
Watertown	1,105	8.6%	95.7%		3.2%	0.4%			0.6%
Cambridge: Fresh Pond	968	7.5%	82.3%	4.6%	7.5%	3.3%		2.4%	
Boston: Allston/Brighton	583	4.5%	83.9%	6.6%	8.7%	0.8%			
Cambridge: North Cambridge	460	3.6%	80.0%	3.4%	6.8%	5.3%	2.1%	2.5%	
Cambridge: Central Square	311	2.4%	84.9%		7.1%	4.4%	3.7%		
Somerville: Spring Hill	259	2.0%	100.0%						
Arlington	207	1.6%	89.3%		7.5%			3.2%	
Cambridge: Unspecified	119	0.9%	34.9%	13.7%	5.5%	8.1%	24.1%	5.5%	8.1%
Waltham	104	0.8%	91.5%	8.5%					
Somerville: E Somerville	81	0.6%	100.0%						
Cambridge: Kendall/MIT	74	0.6%	76.1%		23.9%				
Newton	61	0.5%	56.5%	14.5%	29.0%				
Medford	35	0.3%	86.1%	13.9%					
Brookline: Southwest	26	0.2%	75.3%		24.7%				
Acton	18	0.1%	100.0%						
Boston: Back Bay	18	0.1%	50.0%				50.0%		
Somerville: Davis Square	18	0.1%	100.0%						
Lexington	16	0.1%	100.0%						
Sudbury	13	0.1%	100.0%						
Boston: BU-Fenway-Longwood	10	0.1%			50.0%	50.0%			
Lynnfield	7	0.1%	100.0%						
Maynard	7	0.1%	100.0%						
Wellesley	7	0.1%	100.0%						
Other	49	0.4%	90.1%					9.9%	
TOTAL	12,849	100.0%	67.2%	8.9%	12.0%	3.0%	4.6%	2.7%	1.5%
Unknown	20								

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Origin Locations and Activities

Boarding Station: **Central** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Cambridge: Central Square	4,971	78.7%	74.7%	1.1%	10.7%	3.6%	5.5%	2.0%	2.4%
Cambridge: Kendall/MIT	440	7.0%	71.4%	2.3%	15.6%	7.2%		1.7%	1.8%
Boston: Allston/Brighton	216	3.4%	84.0%		5.7%	2.3%		3.4%	4.6%
Waltham	147	2.3%	85.2%		6.6%	3.2%			5.0%
Boston: BU-Fenway-Longwood	100	1.6%	49.8%	32.5%	17.7%				
Somerville: E Somerville	88	1.4%	88.3%		11.7%				
Watertown	77	1.2%	64.0%		9.5%	13.3%	13.3%		
Cambridge: Harvard Square	54	0.9%	85.4%	14.6%					
Somerville: Spring Hill	54	0.9%	100.0%						
Boston: South End	29	0.5%	100.0%						
Cambridge: Unspecified	27	0.4%	47.2%			52.8%			
Newton	23	0.4%	44.8%		55.2%				
Milton	15	0.2%	100.0%						
Boston: Back Bay	15	0.2%	100.0%						
Boston: Waterfront	15	0.2%	100.0%						
Boston: Prudential	10	0.2%	100.0%						
Cambridge: North Cambridge	9	0.1%	100.0%						
North Andover	5	0.1%	100.0%						
Southbridge	5	0.1%	100.0%						
Boston: Unspecified	5	0.1%			100.0%				
Boston: Jamaica Plain	5	0.1%	100.0%						
Brookline Village	5	0.1%	100.0%						
TOTAL	6,315	100.0%	75.2%	1.7%	10.7%	3.9%	4.5%	1.8%	2.3%
Unknown	7								

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Origin Locations and Activities

Boarding Station: **Kendall** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Cambridge: Kendall/MIT	3,729	86.8%	23.1%	18.7%	45.5%	3.0%	1.0%	3.8%	4.9%
Cambridge: Unspecified	86	2.0%	11.9%	38.3%	30.2%	6.7%			12.9%
Somerville: Spring Hill	71	1.6%	100.0%						
Cambridge: Central Square	60	1.4%	91.5%						8.5%
Somerville: E Somerville	60	1.4%	100.0%						
Arlington	23	0.5%	100.0%						
Watertown	22	0.5%	71.1%		28.9%				
Boston: Allston/Brighton	22	0.5%	100.0%						
Boston: Beacon Hill	20	0.5%	69.7%					30.3%	
Winchester	12	0.3%	100.0%						
Boston: Park Square	12	0.3%			50.0%	50.0%			
Cambridge: North Cambridge	12	0.3%	100.0%						
Wellesley	11	0.3%		100.0%					
Methuen	10	0.2%	100.0%						
Waltham	10	0.2%	100.0%						
New Hampshire	10	0.2%	100.0%						
Lexington	6	0.1%	100.0%						
Medford	6	0.1%					100.0%		
Weston	6	0.1%	100.0%						
Boston: Back Bay	6	0.1%			100.0%				
Cambridge: Harvard Square	6	0.1%					100.0%		
Cambridge: Fresh Pond	6	0.1%	100.0%						
Falmouth	6	0.1%			100.0%				
Gloucester	5	0.1%	100.0%						
Haverhill	5	0.1%	100.0%						
Other	76	1.8%	79.4%		14.4%				6.2%
TOTAL	4,298	100.0%	29.7%	17.3%	40.9%	2.9%	1.1%	3.4%	4.7%
Unknown	5								

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Origin Locations and Activities

Boarding Station: **Charles/MGH** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Beacon Hill	2,639	80.4%	51.2%	1.7%	23.0%	20.1%	0.3%	2.3%	1.4%
Boston: Government Center	118	3.6%	73.2%		4.6%	14.8%	7.4%		
Boston: North End	78	2.4%	25.0%	18.1%	29.3%	9.6%	18.1%		
Boston: Back Bay	75	2.3%	59.4%		11.7%	18.9%		10.1%	
Boston: Park Square	67	2.0%	57.8%		42.2%				
Boston: Financial-Retail	47	1.4%	34.7%		30.3%		18.8%		16.2%
Salem	37	1.1%	100.0%						
Gloucester	25	0.8%	100.0%						
Beverly	22	0.7%	100.0%						
Boston: Prudential	19	0.6%	27.6%				72.4%		
Boston: South End	18	0.5%	100.0%						
Boston: Unspecified downtown	14	0.4%	100.0%						
Ipswich	13	0.4%	100.0%						
Melrose	11	0.3%	100.0%						
Boston: Unspecified	9	0.3%			100.0%				
Cambridge: Kendall/MIT	9	0.3%		100.0%					
Belmont	8	0.2%	100.0%						
Watertown	8	0.2%	100.0%						
Boston: BU-Fenway-Longwood	8	0.2%	100.0%						
Dedham	8	0.2%	100.0%						
Malden	5	0.2%	100.0%						
Marblehead	5	0.2%	100.0%						
Medford	5	0.2%	100.0%						
Rockport	5	0.2%	100.0%						
Swampscott	5	0.2%	100.0%						
Other	27	0.8%	80.0%			20.0%			
TOTAL	3,283	100.0%	54.2%	2.1%	21.1%	17.5%	1.6%	2.1%	1.4%
Unknown	0								

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Origin Locations and Activities

Boarding Station: **Park Street** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Financial-Retail	900	50.6%	7.5%	8.2%	41.8%	14.6%	18.6%	4.5%	4.8%
Boston: Government Center	250	14.1%	8.8%		48.1%	16.2%		10.4%	16.4%
Boston: Unspecified downtown	185	10.4%	8.8%	11.3%	25.5%	8.8%	25.5%		20.2%
Boston: Beacon Hill	103	5.8%	59.9%		30.0%	10.2%			
Boston: Park Square	69	3.9%	32.0%		53.0%		15.0%		
Boston: Back Bay	60	3.4%			82.6%	17.4%			
Boston: North End	44	2.5%	62.9%		37.1%				
Boston: South Boston	37	2.1%			44.1%				55.9%
Boston: BU-Fenway-Longwood	27	1.5%	100.0%						
Newton	16	0.9%	100.0%						
Boston: South End	16	0.9%	35.7%			64.3%			
Burlington	12	0.7%	100.0%						
Boston: Allston/Brighton	10	0.6%	100.0%						
Boston: Mattapan	10	0.6%	100.0%						
Framingham	6	0.3%	100.0%						
Marion	6	0.3%	100.0%						
Topsfield	6	0.3%	100.0%						
Wayland	6	0.3%	100.0%						
Woburn	6	0.3%		100.0%					
Boston: Roxbury	6	0.3%	100.0%						
New Hampshire	6	0.3%	100.0%						
TOTAL	1,780	100.0%	18.7%	5.7%	39.0%	12.3%	12.6%	3.8%	8.0%

Unknown 0

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Origin Locations and Activities

Boarding Station: **Downtown Crossing** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Financial-Retail	2,555	68.4%	3.9%	0.6%	34.0%	17.2%	32.5%	2.9%	8.9%
Boston: Unspecified downtown	298	8.0%	4.9%	9.8%	24.3%	9.8%	23.2%		28.0%
Boston: Park Square	253	6.8%			59.5%	5.8%	11.6%	5.8%	17.4%
Boston: Government Center	128	3.4%			20.1%	22.9%		11.4%	45.6%
Boston: Charlestown	86	2.3%	83.0%		17.0%				
Boston: South End	73	1.9%	59.7%		40.3%				
Boston: North End	58	1.5%	49.2%		50.8%				
Boston: Waterfront	44	1.2%			66.8%				33.2%
Boston: Allston/Brighton	43	1.2%	100.0%						
Boston: South Boston	29	0.8%	100.0%						
Cambridge: Unspecified	29	0.8%			100.0%				
Cambridge: Central Square	26	0.7%			100.0%				
Newton	15	0.4%				100.0%			
Somerville: E Somerville	15	0.4%	100.0%						
Melrose	14	0.4%	100.0%						
Westborough	14	0.4%	100.0%						
Boston: Beacon Hill	14	0.4%	100.0%						
Boston: Jamaica Plain	14	0.4%	100.0%						
New Hampshire	14	0.4%	100.0%						
Amherst	14	0.4%	100.0%						
TOTAL	3,738	100.0%	11.5%	1.2%	34.1%	14.1%	24.9%	2.7%	11.4%

Unknown 14

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Origin Locations and Activities

Boarding Station: **South Station** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Waterfront	1,492	25.3%	5.2%	0.6%	74.9%	8.6%	1.3%	2.7%	6.6%
Boston: South Boston	477	8.1%	27.1%		50.2%	5.1%		3.7%	13.9%
Boston: Financial-Retail	424	7.2%	2.3%		71.3%	9.2%	5.8%	11.5%	
Boston: Unspecified downtown	204	3.5%	2.2%		21.6%	50.3%	9.5%		16.4%
Newton	178	3.0%	100.0%						
Sharon	163	2.8%	100.0%						
Norwood	154	2.6%	100.0%						
Boston: Government Center	147	2.5%	3.0%		69.1%	10.6%			17.2%
New Hampshire	140	2.4%	77.8%	11.1%				11.1%	
Needham	132	2.2%	100.0%						
Canton	117	2.0%	100.0%						
Rhode Island	114	1.9%	100.0%						
Mansfield	110	1.9%	91.9%		8.1%				
Natick	101	1.7%	95.6%			4.4%			
Boston: Hyde Park	93	1.6%	100.0%						
Norton	92	1.6%	84.6%	10.5%			4.8%		
Stoughton	87	1.5%	100.0%						
New Bedford	85	1.4%	94.7%				5.3%		
Boston: Park Square	84	1.4%	5.3%		46.1%	10.6%	10.6%		27.5%
Framingham	78	1.3%	88.6%					11.4%	
Attleboro	77	1.3%	100.0%						
Franklin	74	1.3%	93.9%	6.1%					
Dedham	72	1.2%	78.4%			21.6%			
Wellesley	63	1.1%	100.0%						
Boston: Allston/Brighton	62	1.0%	100.0%						
Other	1,081	18.3%	80.8%		17.9%				1.3%
TOTAL	5,901	100.0%	50.9%	0.7%	34.7%	5.7%	1.4%	2.2%	4.4%
Unknown	134								

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MBTA Rapid Transit
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Origin Locations and Activities

Boarding Station: **Broadway** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: South Boston	1,129	79.7%	68.4%	2.8%	22.8%	4.0%	1.4%	0.7%	
Boston: South End	83	5.8%	23.3%		44.7%	24.8%		3.6%	3.6%
Quincy	40	2.8%	67.5%	25.1%	7.4%				
Boston: Unspecified	20	1.4%			64.3%	35.7%			
Milton	18	1.2%	100.0%						
Boston: North Dorchester	15	1.1%	53.0%		47.0%				
Boston: South Dorchester	15	1.0%	100.0%						
Braintree	15	1.1%					34.1%	65.9%	
Canton	12	0.9%	100.0%						
Hingham	10	0.7%	100.0%						
Weymouth	8	0.6%	100.0%						
Boston: Unspecified southeast	8	0.6%	100.0%						
Randolph	6	0.4%	100.0%						
Scituate	5	0.4%	100.0%						
Boston: Hyde Park	5	0.4%			100.0%				
Franklin	3	0.2%	100.0%						
Hull	3	0.2%							100.0%
Lynn	3	0.2%	100.0%						
Revere	3	0.2%	100.0%						
Rockland	3	0.2%	100.0%						
Shrewsbury	3	0.2%	100.0%						
Billerica	3	0.2%	100.0%						
Westwood	3	0.2%	100.0%						
Boston: BU-Fenway-Longwood	3	0.2%			100.0%				
TOTAL	1,417	100.0%	65.6%	3.0%	23.0%	5.1%	1.4%	1.5%	0.4%
Unknown	13								

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Andrew** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: South Boston	1,331	54.6%	86.4%	2.5%	5.5%	0.5%		3.7%	1.5%
Boston: North Dorchester	545	22.4%	87.5%	2.3%	8.9%		1.3%		
Boston: South Dorchester	345	14.2%	72.6%		14.1%	3.8%		9.4%	
Boston: Roxbury	44	1.8%	71.5%		28.5%				
Boston: South End	33	1.3%	39.9%	38.4%	21.7%				
Boston: Unspecified	26	1.1%	24.9%		75.1%				
Milton	25	1.0%	100.0%						
Quincy	25	1.0%	100.0%						
Scituate	16	0.7%	100.0%						
Abington	9	0.4%	100.0%						
Randolph	9	0.4%	100.0%						
Weymouth	9	0.4%	100.0%						
Braintree	9	0.4%	100.0%						
Easton	9	0.4%	100.0%						
TOTAL	2,438	100.0%	83.8%	2.4%	8.6%	0.8%	0.3%	3.3%	0.8%

Unknown 15

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MBTA Rapid Transit
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Origin Locations and Activities

Boarding Station: **JFK/UMass** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: North Dorchester	2,958	86.2%	58.3%	29.1%	8.9%	1.4%		1.1%	1.2%
Boston: South Boston	229	6.7%	74.9%	10.8%	14.3%				
Quincy	52	1.5%	100.0%						
Boston: South Dorchester	35	1.0%	100.0%						
Milton	27	0.8%	100.0%						
Holbrook	19	0.6%	100.0%						
Somerville: Unspecified	14	0.4%		100.0%					
Boston: Roxbury	14	0.4%		100.0%					
Gloucester	11	0.3%	100.0%						
Lakeville	11	0.3%	100.0%						
Norwell	11	0.3%	100.0%						
Scituate	11	0.3%	100.0%						
Pembroke	8	0.2%	100.0%						
Walpole	8	0.2%	100.0%						
Boston: Jamaica Plain	8	0.2%	100.0%						
Rhode Island	8	0.2%	100.0%						
Bridgewater	8	0.2%	100.0%						
TOTAL	3,431	100.0%	61.6%	26.6%	8.6%	1.2%		1.0%	1.0%

Unknown 0

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Savin Hill** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: North Dorchester	943	78.5%	97.8%		1.6%		0.5%		
Boston: South Dorchester	224	18.6%	97.8%		2.2%				
Hull	9	0.8%	100.0%						
Boston: Roxbury	9	0.8%						100.0%	
Boston: Mattapan	8	0.6%	100.0%						
Cohasset	8	0.6%	100.0%						
TOTAL	1,201	100.0%	97.1%		1.7%		0.4%	0.8%	

Unknown 0

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Fields Corner** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: South Dorchester	1,547	50.4%	91.6%		5.9%		2.5%		
Boston: North Dorchester	933	30.4%	84.4%	5.8%	3.0%	2.6%		1.4%	2.8%
Boston: Unspecified southeast	488	15.9%	73.9%	5.2%	13.1%	2.7%	2.7%		2.5%
Boston: Roxbury	25	0.8%	100.0%						
Foxborough	24	0.8%	100.0%						
Milton	13	0.4%	100.0%						
New Bedford	13	0.4%	100.0%						
Quincy	12	0.4%	100.0%						
Boston: Mattapan	12	0.4%	100.0%						
TOTAL	3,066	100.0%	86.8%	2.6%	6.0%	1.2%	1.7%	0.4%	1.2%

Unknown 0

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Shawmut** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: South Dorchester	1,028	85.9%	100.0%						
Boston: North Dorchester	144	12.0%	100.0%						
Boston: Mattapan	16	1.3%	100.0%						
Braintree	9	0.8%	100.0%						
TOTAL	1,197	100.0%	100.0%						

Unknown 0

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Ashmont** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: South Dorchester	2,221	56.6%	93.8%	0.5%	1.1%	2.3%	1.2%	0.3%	0.9%
Randolph	439	11.2%	98.7%		1.3%				
Brockton	308	7.8%	98.1%						1.9%
Boston: Mattapan	250	6.4%	100.0%						
Milton	239	6.1%	79.9%	4.8%		2.8%			12.5%
Boston: North Dorchester	219	5.6%	83.9%		13.0%	3.0%			
Boston: Roxbury	56	1.4%	100.0%						
Quincy	54	1.4%	100.0%						
Avon	48	1.2%	100.0%						
Boston: West Roxbury	16	0.4%		100.0%					
Boston: Unspecified southeast	12	0.3%	100.0%						
Boston: Hyde Park	12	0.3%	100.0%						
Boston: Unspecified	7	0.2%	100.0%						
Boston: Jamaica Plain	7	0.2%	100.0%						
Duxbury	7	0.2%	100.0%						
Freetown	6	0.1%	100.0%						
Raynham	6	0.1%	100.0%						
Scituate	6	0.1%	100.0%						
West Bridgewater	6	0.1%	100.0%						
Weymouth	6	0.1%	100.0%						
TOTAL	3,923	100.0%	93.6%	1.0%	1.5%	1.6%	0.7%	0.2%	1.4%

Unknown 25

MBTA Rapid Transit
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Origin Locations and Activities

Boarding Station: **Ashmont** **Mattapan Trolley**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: South Dorchester	143	100.0%	75.8%	8.1%	8.1%				8.1%
TOTAL	143	100.0%	75.8%	8.1%	8.1%				8.1%

Unknown 0

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Cedar Grove** **Mattapan Trolley**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: South Dorchester	156	100.0%	95.7%			4.3%			
TOTAL	156	100.0%	95.7%			4.3%			

Unknown 0

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Butler** **Mattapan Trolley**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: South Dorchester	112	89.4%	100.0%						
Attleboro	7	5.3%	100.0%						
Milton	7	5.3%	100.0%						
TOTAL	126	100.0%	100.0%						

Unknown 0

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Origin Locations and Activities

Boarding Station: **Milton** **Mattapan Trolley**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Milton	302	69.2%	73.2%	11.9%	7.6%			5.3%	1.9%
Boston: South Dorchester	111	25.4%	100.0%						
Boston: Mattapan	18	4.0%	100.0%						
Brockton	6	1.3%	100.0%						
TOTAL	436	100.0%	81.5%	8.2%	5.3%			3.7%	1.3%

Unknown 0

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Central Avenue** **Mattapan Trolley**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Milton	184	48.2%	100.0%						
Boston: Mattapan	141	36.9%	84.6%				11.3%		4.1%
Boston: South Dorchester	51	13.3%	88.5%	11.5%					
Boston: North Dorchester	6	1.5%	100.0%						
TOTAL	382	100.0%	92.8%	1.5%			4.2%		1.5%

Unknown 0

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Origin Locations and Activities

Boarding Station: **Valley Road** **Mattapan Trolley**
Expanded Results

LOCATIONS

City/Town/Neighborhood	Total Riders	Pct. of Riders
Milton	65	100.0%
TOTAL	65	100.0%

ACTIVITIES

Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
100.0%						
100.0%						

Unknown 0

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Origin Locations and Activities

Boarding Station: **Capen Street** **Mattapan Trolley**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Milton	123	81.0%	100.0%						
Boston: Mattapan	29	19.0%	100.0%						
TOTAL	152	100.0%	100.0%						

Unknown 0

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MBTA Rapid Transit
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Origin Locations and Activities

Boarding Station: **Mattapan** **Mattapan Trolley**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Mattapan	637	60.1%	88.5%		4.6%		2.9%		4.1%
Milton	163	15.3%	92.9%	7.1%					
Boston: Hyde Park	139	13.1%	95.8%		4.2%				
Boston: South Dorchester	55	5.2%	87.9%					12.1%	
Boston: Roslindale	30	2.8%	100.0%						
Brockton	13	1.2%	100.0%						
Canton	13	1.2%	53.3%						46.7%
Boston: Roxbury	7	0.6%					100.0%		
Dedham	6	0.6%	100.0%						
TOTAL	1,062	100.0%	89.7%	1.1%	3.3%		2.3%	0.6%	3.0%

Unknown 0

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **North Quincy** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Quincy	3,052	72.1%	87.9%	2.0%	7.0%	1.3%		0.7%	1.0%
Milton	402	9.5%	97.0%	1.5%	1.5%				
Boston: South Dorchester	152	3.6%	96.1%		3.9%				
Weymouth	101	2.4%	100.0%						
Brockton	64	1.5%	100.0%						
Hingham	63	1.5%	65.6%					34.4%	
Braintree	59	1.4%	100.0%						
Randolph	53	1.3%	100.0%						
Hanover	48	1.1%	100.0%						
Scituate	36	0.8%	100.0%						
Hull	24	0.6%	100.0%						
Taunton	24	0.6%	75.1%		24.9%				
Cohasset	12	0.3%	100.0%						
Duxbury	12	0.3%	100.0%						
Abington	11	0.3%	100.0%						
Norwood	11	0.3%	100.0%						
Boston: Mattapan	11	0.3%	100.0%						
Foxborough	9	0.2%	100.0%						
Holliston	6	0.1%	100.0%						
Kingston	6	0.1%	100.0%						
Marshfield	6	0.1%	100.0%						
Medfield	6	0.1%	100.0%						
Avon	6	0.1%	100.0%						
Plymouth	6	0.1%	100.0%						
Sandwich	6	0.1%	100.0%						
Other	47	1.1%	100.0%						
TOTAL	4,232	100.0%	90.2%	1.6%	5.5%	0.9%		1.1%	0.7%
Unknown	11								

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MBTA Rapid Transit

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Origin Locations and Activities

Boarding Station: **Wollaston** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Quincy	2,475	77.2%	94.7%	0.6%	2.2%	0.2%	0.9%		1.4%
Weymouth	196	6.1%	96.6%						3.4%
Hingham	103	3.2%	100.0%						
Milton	82	2.6%	90.0%					10.0%	
Scituate	56	1.8%	100.0%						
Braintree	44	1.4%	100.0%						
Hull	40	1.3%	100.0%						
Randolph	37	1.1%	100.0%						
Brockton	25	0.8%	100.0%						
Cohasset	20	0.6%	100.0%						
East Bridgewater	18	0.6%	100.0%						
Stoughton	13	0.4%	100.0%						
Abington	10	0.3%	100.0%						
Hanson	10	0.3%	100.0%						
Avon	10	0.3%	100.0%						
Pembroke	10	0.3%	100.0%						
Bridgewater	10	0.3%	100.0%						
Sharon	7	0.2%	100.0%						
Wareham	7	0.2%	100.0%						
Boston: West Roxbury	7	0.2%	100.0%						
Halifax	5	0.2%	100.0%						
Holbrook	5	0.2%	100.0%						
Marshfield	5	0.2%	100.0%						
Norwell	5	0.2%	100.0%						
Whitman	5	0.2%	100.0%						
TOTAL	3,205	100.0%	95.5%	0.4%	1.7%	0.2%	0.7%	0.3%	1.3%
Unknown	10								

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Origin Locations and Activities

Boarding Station: **Quincy Center** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Quincy	3,530	63.1%	87.1%	4.1%	4.5%	0.9%	0.8%	0.6%	2.0%
Weymouth	793	14.2%	97.4%		1.9%				0.8%
Hingham	387	6.9%	98.4%						1.6%
Braintree	295	5.3%	90.8%			2.9%	6.3%		
Hull	139	2.5%	100.0%						
Scituate	126	2.2%	100.0%						
Cohasset	68	1.2%	100.0%						
Milton	33	0.6%	100.0%						
Brockton	26	0.5%	100.0%						
Pembroke	21	0.4%	100.0%						
Marshfield	18	0.3%	100.0%						
Randolph	18	0.3%	100.0%						
Plymouth	14	0.2%	100.0%						
Milford	13	0.2%							100.0%
Rhode Island	12	0.2%	50.0%		50.0%				
Berkley	9	0.2%				100.0%			
Hanover	7	0.1%	100.0%						
Kingston	7	0.1%	100.0%						
Barnstable	7	0.1%	100.0%						
Rockland	7	0.1%	100.0%						
Stoughton	7	0.1%	100.0%						
Bridgewater	7	0.1%	100.0%						
Duxbury	7	0.1%	100.0%						
Easton	7	0.1%	100.0%						
Hanson	6	0.1%	100.0%						
Other	30	0.5%	80.0%			20.0%			
TOTAL	5,597	100.0%	90.3%	2.6%	3.2%	1.0%	0.8%	0.4%	1.7%
Unknown	12								

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Origin Locations and Activities

Boarding Station: **Quincy Adams** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Quincy	363	11.8%	90.4%		5.3%	0.8%			3.5%
Weymouth	344	11.2%	98.3%			1.7%			
Braintree	339	11.0%	96.9%		1.1%	0.9%		1.1%	
Randolph	235	7.6%	100.0%						
Brockton	225	7.3%	98.7%		1.3%				
Marshfield	104	3.4%	100.0%						
Hingham	88	2.8%	100.0%						
Hanover	87	2.8%	92.3%		7.7%				
Plymouth	86	2.8%	92.2%		7.8%				
Abington	79	2.6%	95.3%	4.7%					
Rockland	78	2.5%	100.0%						
Holbrook	62	2.0%	100.0%						
Pembroke	62	2.0%	100.0%						
Easton	59	1.9%	100.0%						
Taunton	50	1.6%	94.1%		5.9%				
Duxbury	46	1.5%	100.0%						
Rhode Island	42	1.4%	100.0%						
Norwell	40	1.3%	100.0%						
Stoughton	40	1.3%	100.0%						
Hanson	36	1.2%	100.0%						
Whitman	36	1.2%	100.0%						
Bridgewater	36	1.2%	89.6%						10.4%
Canton	36	1.2%	81.2%		18.8%				
Scituate	33	1.1%	100.0%						
Wareham	33	1.1%	55.6%		44.4%				
Other	436	14.2%	94.9%	0.8%	2.1%				2.2%
TOTAL	3,074	100.0%	96.0%	0.2%	2.4%	0.4%		0.1%	0.8%
Unknown	28								

CTPS
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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Braintree** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Braintree	836	30.3%	92.6%	0.4%	3.4%	1.6%	0.3%	0.3%	1.4%
Weymouth	516	18.7%	98.9%		1.1%				
Holbrook	212	7.7%	98.7%			1.3%			
Brockton	131	4.7%	100.0%						
Marshfield	122	4.4%	100.0%						
Abington	110	4.0%	100.0%						
Randolph	110	4.0%	97.4%					2.6%	
Hingham	71	2.6%	100.0%						
Pembroke	69	2.5%	100.0%						
Hanover	68	2.5%	100.0%						
Whitman	59	2.2%	100.0%						
Rockland	56	2.0%	100.0%						
Norwell	52	1.9%	93.1%		6.9%				
Duxbury	51	1.8%	100.0%						
Plymouth	42	1.5%	93.1%						6.9%
East Bridgewater	42	1.5%	100.0%						
Kingston	38	1.4%	100.0%						
Hanson	25	0.9%	100.0%						
Scituate	25	0.9%	100.0%						
Halifax	21	0.7%	100.0%						
Quincy	14	0.5%	100.0%						
Hull	11	0.4%	100.0%						
Barnstable	8	0.3%	73.6%						26.4%
Bridgewater	8	0.3%	100.0%						
Plympton	7	0.2%	100.0%						
Other	59	2.2%	94.0%		6.0%				
TOTAL	2,763	100.0%	96.9%	0.1%	1.5%	0.6%	0.1%	0.2%	0.6%
Unknown	28								

CTPS
8/28/97

3. Access to the Rapid Transit System

Each "Access to the Rapid Transit System" table comprises four separate elements discussed below. These elements taken together describe the segment of the passenger's trip that takes place before boarding the Red Line train.

OVERVIEW OF RESULTS

Access Modes

Northern Segment

At most northern Red Line stations, walking was the dominant mode of access. Except for Alewife and Harvard, the portion of passengers walking to the station ranged from 72% at Davis to 88% at Kendall. At Alewife, 46% of passengers parked in the garage and another 26% arrived on MBTA buses. At Harvard, bus access accounted for 36% of trips. The Fitchburg commuter rail line contributed 12% of the boardings at Porter.

At several stations which have no MBTA parking available, between 160 and 375 people claimed to have parked. Although some of these people may actually have parked at meters or on nearby residential streets, the most likely explanation is that some people who were dropped off mistakenly marked the park 'n' ride option, interpreting "Drove or rode and parked at or near station" to be describing their drop-off trip (and not reading on to the third choice, "Was dropped off"). At Alewife, more than 3,200 passengers claimed to have parked, even though there are only 2,200 parking spaces available. Several factors may explain this discrepancy (in addition to the one mentioned above): there is some turnover in parking during the day so that one space may be occupied by more than one car, some passengers carpool to the station so that more than one rider may have parked in one space, and finally the passengers who parked at the station may have responded to the survey at a higher rate than people who arrived by other means, and thus be overrepresented in the expanded total.

Central Segment

In most of the Central Segment, walking access was even more prevalent than in the Northern Segment: 93% of passengers at Charles/MGH and Park Street

walked to the station and 85% at Downtown Crossing did so.[5] At South Station and Broadway, more than half of the passengers used some mean of access other than walk, mostly bus and commuter rail.

Dorchester Branch

Buses and automobiles provided a significant amount of the access at these stations, although walking was dominant at Savin Hill, Shawmut, and several of the Mattapan Trolley stops.

South Shore Branch

The northern three stations on the South Shore branch exhibited a balance among access modes, while park 'n' ride was dominant at Braintree and especially Quincy Adams. At the latter, walk access is prohibited and there is little bus service, resulting in an 87% share for park 'n' ride. At Quincy Center, a major bus terminal, MBTA bus was the most common access mode with 40% of the total.

Bus Transfers from Route

Northern Segment

Bus transfers were fairly common at all stations except Kendall and Porter. The breakdown of bus transfers by route shows that the higher frequency routes contribute the greater number of passengers, as would be expected. At Harvard, there were so many different bus routes from which people transferred that the "Other" category contains a significant number of passengers. These other routes were the Harvard University Shuttle (31 transfers), MBTA Route 96 (30 transfers), Route 77A (18 transfers), employer shuttles (7 transfers), and several transfers from western suburban routes via Route 71: Route 70 (33 transfers) Route 59 (20 transfers), Route 58 (9 transfers), and Route 54 (7 transfers).

Central Segment

Many of the bus transfers along the Central Segment came from MBTA and private carrier express buses. Some private shuttle routes, such as those run by Mass. General Hospital and the World Trade Center also contributed small numbers of passengers. Commuter rail transfers at Charles/MGH came primarily from the Rockport/Ipswich line, while at South Station, passengers from all commuter rail lines transferred to the Red Line, with a near majority

[5]The tables for Downtown Crossing and Park Street in this chapter include only passengers boarding the Red Line from outside the system. See Appendix B for access information for all passengers entering at these stations.

coming from the Attleboro/Stoughton line, the most heavily used of the south side lines.

Dorchester Branch

Several of these stations are major bus terminals. Ashmont, especially, demonstrates significant contributions from a large number of routes.

South Shore Branch

Most of the bus transfer activity occurred at Quincy Center. All of the routes terminating at that station (there are 14 of them) contributed some passengers to the Red Line, roughly in proportion to their ridership.

Access Time

Northern Segment

Access times are closely related to the size of the market area of each station, as discussed in chapter 2. The mean walk-access time ranged between 6.4 and 10.3 minutes for the sixth northern stations, with Alewife on the high end and Kendall on the low end. These times are relatively long compared with the other rapid transit lines, due mainly to the distant spacing of the stations on the Red Line.

Since walking was the primary mode of access for almost all of the stations, the overall mean access time was similar to the walk access time. Only Alewife had a significant number of people driving to the station. Their average access trip took neary 25 minutes, raising the overall average for that station to nearly 20 minutes.

Central Segment

The walk access times for the Central Segment were shorter than those of the Northern Segment, in the range of 5.5 to 6.5 minutes, except for Broadway, which serves people walking in from all parts of South Boston. The park 'n' ride times and drop off times for all stations were significantly longer, raising the overall average to 7 minutes, with Broadway at 11.6.

Dorchester Branch

Access times for the Dorchester Branch ranged between 6.3 and 9.5 minutes, except for Valley Road at 3.6 minutes. The stations that are the most local in nature, Savin Hill and Shawmut, had the shortest access times.

South Shore Branch

Because there are many park 'n' ride passengers at each of the South Shore Branch stations, and because this branch is the closest point of access to the rapid transit system for much of southeastern Massachusetts, access times to these stations were significantly longer than those to other parts of the Red Line. The mean access time ranged from 11.2 minutes at North Quincy to 22.4 minutes at Quincy Adams.

Wait Time at Boarding Station

Northern Segment

The wait times passengers reported were mainly in the range of 3.5 to 4 minutes. At Alewife, however, where many passengers can board a train that is laying over prior to its next inbound run, the average wait time was only 2.4 minutes, indicating that these passengers considered time sitting on a train during layover different from waiting time. The policy of allowing passengers to board vehicles during layover periods improves their perception of service.

Central Segment

The mean wait times for the Central Segment ranged between 4.4 minutes and 5.6 minutes. The frequency of service on this segment is the same as on the Northern Segment, but service is more prone to delays at the center of the system. Also, passengers headed south from the Central Segment have effectively the same headways as people boarding the Dorchester and South Shore branches, since they have to wait for the train for their destination.

Dorchester Branch

Wait times on the Dorchester Branch were generally longer than those on the Central and Northern Segments, ranging between 4.7 and 6.9 minutes, with Ashmont, the terminal station, having the shortest average waits. Only half the trains serving the northern part of the Red Line serve the segment from Savin Hill to Ashmont, resulting in headways which are twice as long. Wait times on the Mattapan Trolley were quite short, from 3.5 to 4.5 minutes, reflecting the higher frequency service there (6 minute headways versus 8 minutes on the Ashmont branch of the Red Line).

South Shore Branch

The average wait time on the South Shore Branch ranged between 6.0 and 6.4 minutes, except at the terminal station, Braintree, where it was 3.8 minutes. This again highlights the reduction in perceived wait time when passengers can board a vehicle during layover.

DESCRIPTION OF TABLES

Access Modes

The access modes listed in the tables are in two groups. The first six modes—walk, park 'n' ride, drop off, bicycle, taxicab, and other—are indented to indicate that they are all "private transportation" modes. The seventh line of the table, "Total private trans." is the sum of the previous six modes. The eighth, ninth and tenth lines comprise the "public transportation" means of access, specifically bus, commuter rail and other. The bus mode includes all bus and shuttle services, not just MBTA buses. "Other" was typically used for ferry services. The "other" on line six is different from the "other" on line ten in that the former is used for "other private transportation" (such as rollerblades or any unspecified answer) while the latter is used for "other public transportation."

In addition to the total number of passengers using each access mode, percentages are shown for the mode relative to total riders boarding at the station who answered the question. The number of expanded responses that omitted the access mode appears in the table, but is excluded from the percentage calculations.

Bus Transfers from Route

This table shows the number of riders that used buses or private van services as the mode of access to their boarding stations. Responses are separated by route or provider if the passengers specified them or if the surveys included enough other information to identify the routes. Each table can include up to ten routes or carriers, in descending order of the number of transfers. If the station has more than ten bus access codes, routes below the top ten are all combined as Other. MBTA routes are listed separately by route number. Surveys which did not specify which MBTA route and for which no route could be determined were coded as UNK. Regional Transit Authority, employer-sponsored, college and private-carrier bus and shuttle routes were assigned codes of two to four letter with all routes of the same authority or company being combined. Generic codes such as EMP, SCHB or VAN were used when the employer, school or service provider was not specified. Because there were relatively few transfers from ferries, these were also included among the bus routes. All codes included in the database for bus and shuttle routes are shown in Table 3-1 on the next page.

In addition to the number of passengers by route, each bus access table shows the percentage using each route relative to total bus transfers and to total ridership for that station. Note that among the routes listed for some stations, there may be one or two which do not connect to the station; for example, Alewife station shows 8 passengers transferring from Route 87 which runs from Arlington Center to Lechmere. These 8 passengers actually boarded Route 87 outbound and then transferred to Route 79 at Arlington Center to reach Alewife. Because

of the way the survey was worded, these transfers are attributed to Route 87 rather than Route 79.

Table 3-1
Codes Used for Private Bus and Other Services

AME	=	American Eagle	M2	=	MASCO (Longwood Med.)
APSS	=	Airport shuttles (generic)	MBCC	=	Mass. Bay Comm. College
BAT	=	Brockton Area Transit	MGH	=	Mass. General Hospital
BCH	=	Boston City Hospital	MPA	=	Massport shuttle at Logan
BCS	=	Boston College shuttle	MWRA	=	MA Water Resources Auth.
BHT	=	Brush Hill Transportation	MYB	=	My Bus (Weymouth)
BUMC	=	Boston Univ. Med. Center	NCSB	=	Newbury College shuttle
BZI	=	Bonanza Bus Lines	PCI	=	People Care-iers, Inc.
CAV	=	Cavalier Coach	PLB	=	Plymouth & Brockton
CBH	=	Canton Blue Hills	PPB	=	Peter Pan
CF	=	Charlestown ferry	PR	=	Paul Revere (Winthrop)
CJT	=	C&J Trailways	RIDE	=	The RIDE (MBTA)
CTW	=	Concord Trailways	SBCS	=	South Bay Center shuttle
EDIC	=	So. Boston (EDIC) shuttle	SCHB	=	School bus (generic)
EMP	=	Employer shuttle (generic)	SRTA	=	Southeastern Regional Transit Authority
GALL	=	Galleria mall shuttle			
GATR	=	Greater Attleboro-Taunton Regional Transit Authority	TCC	=	The Coach Company
			TCL	=	Trombly Coach Lines
GLI	=	Greyhound Lines	UMAS	=	UMass Boston shuttle
GULB	=	Gulbankian's Bus Lines	UNDA	=	Interstate Coach
HF	=	Hingham Ferry	UNK	=	Unknown (MBTA)
HLB	=	Bloom Bus Lines	VAN	=	Van service (generic)
HUS	=	Harvard Univ. shuttle	WCOL	=	Wellesley College shuttle
LEXP	=	Lexpress (Lexington)	WTC	=	World Trade Center
LRTA	=	Lowell Regional Transit	YANK	=	Yankee Bus Lines

Access Time

This table summarizes the access times from origins to boarding stations reported by the passengers, broken down by access mode. Note that access times for passengers using public transportation access modes are not included in these tables due to the way the survey was worded.[6] Times of 20 minutes and under are divided into four sets of five-minute increments. These are followed by one

[6]Question 3c asked how long it took to get from the trip origin to the station or stop where the passenger first boarded a transit vehicle. If the passenger used a bus or commuter rail to get to the rapid transit station, then the answer to question 3c would be the time to that bus stop or commuter rail station, not the time to the rapid transit station.

category of 21 to 30 minutes, one category of 31 to 45 minutes and one of over 45 minutes. Each table shows the number of passengers in each access time category and the percentage of this category relative to the total number of riders using that access mode. The number of expanded responses that omitted the access time appears in the table, but is excluded from the percentage calculations.

Wait Time at Boarding Station

This table summarizes the wait times at boarding stations reported by the passengers at each station. Times of 10 minutes and under are divided into four categories. These are followed by one category of 11 to 15 minutes, one of 16 to 20 minutes, and one of over 20 minutes. Each table shows the number of passengers in each wait time category, the percentage of this category relative to the entire station, and the cumulative percentage of passengers with the same category or a lower-time one. The number of expanded responses that omitted the wait time appears in the table, but is excluded from the percentage calculations.

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Alewife** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	1,057	14.8%
Park 'n' ride	3,234	45.5%
Drop off	847	11.9%
Bicycle	59	0.8%
Taxicab	0	0.0%
Other	17	0.2%
Total private trans.	5,214	73.5%
Bus	1,884	26.5%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	7,098	100.0%
No Answer	19	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
79	610	32.4%	8.6%
62	371	19.7%	5.2%
76	268	14.2%	3.8%
67	230	12.2%	3.2%
350	180	9.6%	2.5%
84	138	7.3%	1.9%
EMP	52	2.8%	0.7%
VAN	19	1.0%	0.3%
87	8	0.4%	0.1%
UNK	7	0.4%	0.1%
Other			
TOTAL	1,883	100.0%	26.5%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	306	29.2%	163	5.1%	214	25.4%	15	20.0%	702	13.5%
6-10	440	42.0%	723	22.4%	250	29.7%	25	33.3%	1,442	27.8%
11-15	182	17.4%	656	20.3%	164	19.5%	21	28.0%	1,023	19.7%
16-20	55	5.3%	501	15.5%	77	9.2%	7	9.3%	640	12.3%
21-30	49	4.7%	522	16.2%	64	7.6%	4	5.3%	639	12.3%
31-45	11	1.1%	321	10.0%	53	6.3%	3	4.0%	388	7.5%
Over 45	4	0.4%	338	10.5%	19	2.3%	0	0.0%	361	6.9%
TOTAL	1,047	100.0%	3,224	100.0%	841	100.0%	75	100.0%	5,195	100.0%
No Answer	11		11		6		0		40	
Mean	10.3		24.5		14.5		12.6		19.8	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	3,116	45.1%	45.1%
2-4 minutes	2,130	30.8%	75.9%
5-7	1,332	19.3%	95.2%
8-10	266	3.9%	99.1%
11-15	63	0.9%	100.0%
16-20	0	0.0%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	6,907	100.0%	100.0%
No Answer	211		
Mean	2.4		

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Davis** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	4,977	71.9%
Park 'n' ride	366	5.2%
Drop off	332	4.7%
Bicycle	4	0.0%
Taxicab	4	0.0%
Other	9	0.1%
Total private trans.	5,691	82.2%
Bus	1,230	17.8%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	6,921	100.0%
No Answer	0	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
88	347	28.2%	5.0%
94	327	26.6%	4.7%
87	257	20.9%	3.7%
96	197	16.0%	2.8%
89	39	3.2%	0.6%
90	21	1.7%	0.3%
80	13	1.1%	0.2%
UNK	13	1.1%	0.2%
101	4	0.3%	0.1%
134	4	0.3%	0.1%
Other	8	0.7%	0.1%
TOTAL	1,230	100.0%	17.8%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,138	43.3%	149	40.7%	146	45.2%	16	100.0%	2,449	43.4%
6-10	1,875	37.9%	107	29.2%	107	33.1%	0	0.0%	2,089	37.0%
11-15	691	14.0%	43	11.7%	26	8.0%	0	0.0%	760	13.5%
16-20	181	3.7%	26	7.1%	13	4.0%	0	0.0%	220	3.9%
21-30	57	1.2%	18	4.9%	18	5.6%	0	0.0%	93	1.6%
31-45	0	0.0%	9	2.5%	9	2.8%	0	0.0%	18	0.3%
Over 45	0	0.0%	14	3.8%	4	1.2%	0	0.0%	18	0.3%
TOTAL	4,942	100.0%	366	100.0%	323	100.0%	16	100.0%	5,647	100.0%
No Answer	35		0		9		0		44	
Mean	7.9		12.2		10.5		4.5		8.3	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	1,386	20.5%	20.5%
2-4 minutes	2,835	41.9%	62.4%
5-7	2,041	30.2%	92.6%
8-10	415	6.1%	98.7%
11-15	73	1.1%	99.8%
16-20	13	0.2%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	6,763	100.0%	100.0%
No Answer	158		
Mean	3.6		

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Porter** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	5,975	72.6%
Park 'n' ride	373	4.5%
Drop off	226	2.7%
Bicycle	13	0.1%
Taxicab	0	0.0%
Other	7	0.0%
Total private trans.	6,594	80.2%
Bus	610	7.4%
Commuter rail	1,015	12.3%
Other	0	0.0%
TOTAL	8,219	100.0%
No Answer	29	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
77	468	76.7%	5.7%
83	99	16.2%	1.2%
UNK	23	3.8%	0.3%
87	15	2.5%	0.2%
71	5	0.8%	0.1%
Other			
TOTAL	610	100.0%	7.4%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,747	46.2%	165	44.2%	140	63.1%	13	65.0%	3,065	46.7%
6-10	2,287	38.4%	97	26.0%	43	19.4%	7	35.0%	2,439	37.1%
11-15	764	12.8%	42	11.3%	15	6.8%	0	0.0%	821	12.5%
16-20	132	2.2%	24	6.4%	11	5.0%	0	0.0%	167	2.5%
21-30	18	0.3%	23	6.2%	0	0.0%	0	0.0%	41	0.6%
31-45	0	0.0%	15	4.0%	13	5.9%	0	0.0%	28	0.4%
Over 45	0	0.0%	7	1.9%	0	0.0%	0	0.0%	7	0.1%
TOTAL	5,948	100.0%	373	100.0%	222	100.0%	20	100.0%	6,568	100.0%
No Answer	27		0		5		0		56	
Mean	7.5		15.1		8.8		6.4		8.0	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	2,196	27.2%	27.2%
2-4 minutes	2,945	36.5%	63.8%
5-7	2,172	26.9%	90.7%
8-10	627	7.8%	98.5%
11-15	113	1.4%	99.9%
16-20	11	0.1%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	8,064	100.0%	100.0%
No Answer	184		
Mean	3.5		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Harvard** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	7,597	59.1%
Park 'n' ride	169	1.3%
Drop off	394	3.0%
Bicycle	88	0.6%
Taxicab	0	0.0%
Other	41	0.3%
Total private trans.	8,290	64.6%
Bus	4,549	35.4%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	12,839	100.0%
No Answer	31	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
73	1,731	38.1%	13.5%
71	907	19.9%	7.1%
74	464	10.2%	3.6%
72	289	6.4%	2.3%
86	278	6.1%	2.2%
77	264	5.8%	2.1%
66	201	4.4%	1.6%
78	178	3.9%	1.4%
69	42	0.9%	0.3%
1	40	0.9%	0.3%
Other	155	3.4%	1.2%
TOTAL	4,549	100.0%	35.4%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	3,332	44.0%	38	22.4%	134	34.4%	73	56.6%	3,591	43.4%
6-10	2,839	37.5%	50	29.4%	128	32.9%	36	27.9%	3,053	36.9%
11-15	1,083	14.3%	18	10.6%	52	13.4%	15	11.6%	1,168	14.1%
16-20	227	3.0%	34	20.0%	31	8.0%	5	3.9%	297	3.6%
21-30	88	1.2%	12	7.1%	25	6.4%	0	0.0%	125	1.5%
31-45	9	0.1%	13	7.6%	12	3.1%	0	0.0%	34	0.4%
Over 45	0	0.0%	5	2.9%	7	1.8%	0	0.0%	12	0.1%
TOTAL	7,578	100.0%	170	100.0%	389	100.0%	129	100.0%	8,280	100.0%
No Answer	18		0		4		0		40	
Mean	8.0		15.7		12.1		7.7		8.4	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	3,044	24.0%	24.0%
2-4 minutes	5,427	42.9%	67.0%
5-7	3,166	25.0%	92.0%
8-10	800	6.3%	98.3%
11-15	170	1.3%	99.6%
16-20	51	0.4%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	12,658	100.0%	100.0%
No Answer	211		
Mean	3.5		

CTPS
9/2/97

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Central** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	5,164	81.7%
Park 'n' ride	166	2.6%
Drop off	143	2.2%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	30	0.4%
Total private trans.	5,503	87.1%
Bus	815	12.9%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	6,318	100.0%
No Answer	5	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
70	278	34.1%	4.4%
64	145	17.8%	2.3%
47	129	15.8%	2.0%
1	117	14.4%	1.9%
91	56	6.9%	0.9%
83	50	6.1%	0.8%
70A	30	3.7%	0.5%
56	5	0.6%	0.1%
M2	5	0.6%	0.1%
Other			
TOTAL	815	100.0%	12.9%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,562	49.6%	65	38.9%	71	49.3%	20	66.7%	2,718	49.4%
6-10	1,898	36.8%	39	23.4%	33	22.9%	10	33.3%	1,980	36.0%
11-15	574	11.1%	10	6.0%	35	24.3%	0	0.0%	619	11.2%
16-20	125	2.4%	18	10.8%	0	0.0%	0	0.0%	143	2.6%
21-30	5	0.1%	30	18.0%	0	0.0%	0	0.0%	35	0.6%
31-45	0	0.0%	0	0.0%	5	3.5%	0	0.0%	5	0.1%
Over 45	0	0.0%	5	3.0%	0	0.0%	0	0.0%	5	0.1%
TOTAL	5,164	100.0%	167	100.0%	144	100.0%	30	100.0%	5,505	100.0%
No Answer	0		0		0		0		0	
Mean	7.3		13.6		9.4		5.3		7.5	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	1,276	20.2%	20.2%
2-4 minutes	2,291	36.2%	56.4%
5-7	1,947	30.8%	87.2%
8-10	656	10.4%	97.6%
11-15	106	1.7%	99.3%
16-20	47	0.7%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	6,323	100.0%	100.0%
No Answer	0		
Mean	4.1		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Kendall** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	3,776	87.9%
Park 'n' ride	170	3.9%
Drop off	179	4.1%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	35	0.8%
Total private trans.	4,161	96.9%
Bus	131	3.1%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	4,292	100.0%
No Answer	11	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
85	104	79.4%	2.4%
GALL	17	13.0%	0.4%
88	5	3.8%	0.1%
WCOL	5	3.8%	0.1%
Other			
TOTAL	131	100.0%	3.1%

Access Time:

(for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,382	63.4%	63	37.1%	45	25.0%	12	34.3%	2,502	60.3%
6-10	923	24.6%	10	5.9%	33	18.3%	12	34.3%	983	23.7%
11-15	330	8.8%	23	13.5%	10	5.6%	0	0.0%	363	8.8%
16-20	76	2.0%	16	9.4%	28	15.6%	6	17.1%	126	3.0%
21-30	47	1.3%	32	18.8%	21	11.7%	0	0.0%	100	2.4%
31-45	0	0.0%	5	2.9%	38	21.1%	5	14.3%	48	1.2%
Over 45	0	0.0%	21	12.4%	5	2.8%	0	0.0%	26	0.6%
TOTAL	3,758	100.0%	170	100.0%	180	100.0%	35	100.0%	4,148	100.0%
No Answer	18		0		0		0		18	
Mean	6.4		22.9		19.9		13.7		7.7	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	802	18.9%	18.9%
2-4 minutes	1,669	39.3%	58.2%
5-7	1,215	28.6%	86.8%
8-10	448	10.5%	97.3%
11-15	99	2.3%	99.6%
16-20	12	0.3%	99.9%
Over 20	5	0.1%	100.0%
TOTAL	4,250	100.0%	100.0%
No Answer	54		
Mean	4.1		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Charles/MGH** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	3,062	93.2%
Park 'n' ride	29	0.8%
Drop off	40	1.2%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	3,131	95.4%
Bus	13	0.4%
Commuter rail	139	4.2%
Other	0	0.0%
TOTAL	3,283	100.0%
No Answer	0	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
MGH	8	61.5%	0.2%
455	5	38.5%	0.2%
Other			
TOTAL	13	100.0%	0.4%

Commuter Rail Transfers from Line:			
Rockport/Ipswich	104	74.8%	3.2%
Haverhill	22	15.8%	0.7%
Lowell	0	0.0%	0.0%
Fitchburg	0	0.0%	0.0%
Unspecified/Other	13	9.4%	0.4%
TOTAL	139	100.0%	4.2%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,058	68.3%	0	0.0%	27	67.5%	0		2,085	67.6%
6-10	735	24.4%	9	30.0%	0	0.0%	0		744	24.1%
11-15	148	4.9%	0	0.0%	8	20.0%	0		156	5.1%
16-20	34	1.1%	8	26.7%	5	12.5%	0		47	1.5%
21-30	23	0.8%	5	16.7%	0	0.0%	0		28	0.9%
31-45	8	0.3%	8	26.7%	0	0.0%	0		16	0.5%
Over 45	9	0.3%	0	0.0%	0	0.0%	0		9	0.3%
TOTAL	3,015	100.0%	30	100.0%	40	100.0%	0		3,085	100.0%
No Answer	47		0		0		0		47	
Mean	6.3		24.4		8.1				6.4	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	557	17.4%	17.4%
2-4 minutes	1,135	35.4%	52.9%
5-7	1,009	31.5%	84.4%
8-10	375	11.7%	96.1%
11-15	126	3.9%	100.0%
16-20	0	0.0%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	3,202	100.0%	100.0%
No Answer	80		
Mean	4.4		

CTPS
8/28/97

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Charles/MGH** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	3,062	93.2%
Park 'n' ride	29	0.8%
Drop off	40	1.2%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	3,131	95.4%
Bus	13	0.4%
Commuter rail	139	4.2%
Other	0	0.0%
TOTAL	3,283	100.0%
No Answer	0	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
MGH	8	61.5%	0.2%
455	5	38.5%	0.2%
Other			
TOTAL	13	100.0%	0.4%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,058	68.3%	0	0.0%	27	67.5%	0		2,085	67.6%
6-10	735	24.4%	9	30.0%	0	0.0%	0		744	24.1%
11-15	148	4.9%	0	0.0%	8	20.0%	0		156	5.1%
16-20	34	1.1%	8	26.7%	5	12.5%	0		47	1.5%
21-30	23	0.8%	5	16.7%	0	0.0%	0		28	0.9%
31-45	8	0.3%	8	26.7%	0	0.0%	0		16	0.5%
Over 45	9	0.3%	0	0.0%	0	0.0%	0		9	0.3%
TOTAL	3,015	100.0%	30	100.0%	40	100.0%	0		3,085	100.0%
No Answer	47		0		0		0		47	
Mean	6.3		24.4		8.1				6.4	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	557	17.4%	17.4%
2-4 minutes	1,135	35.4%	52.9%
5-7	1,009	31.5%	84.4%
8-10	375	11.7%	96.1%
11-15	126	3.9%	100.0%
16-20	0	0.0%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	3,202	100.0%	100.0%
No Answer	80		
Mean	4.4		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Park Street** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	1,653	92.8%
Park 'n' ride	0	0.0%
Drop off	37	2.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	1,690	94.9%
Bus	90	5.1%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	1,780	100.0%
No Answer	0	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
55	16	17.4%	0.9%
352	12	13.0%	0.7%
43	12	13.0%	0.7%
PPB	12	13.0%	0.7%
TCC	12	13.0%	0.7%
304	10	10.9%	0.6%
305	6	6.5%	0.3%
353	6	6.5%	0.3%
93	6	6.5%	0.3%
Other			
TOTAL	92	100.0%	5.2%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,072	65.6%	0		10	27.0%	0		1,082	64.8%
6-10	375	23.0%	0		0	0.0%	0		375	22.5%
11-15	124	7.6%	0		0	0.0%	0		124	7.4%
16-20	31	1.9%	0		0	0.0%	0		31	1.9%
21-30	31	1.9%	0		21	56.8%	0		52	3.1%
31-45	0	0.0%	0		0	0.0%	0		0	0.0%
Over 45	0	0.0%	0		6	16.2%	0		6	0.4%
TOTAL	1,633	100.0%	0		37	100.0%	0		1,670	100.0%
No Answer	20		0		0		0		20	
Mean	6.5				27.1				7.0	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	366	20.8%	20.8%
2-4 minutes	474	26.9%	47.6%
5-7	502	28.5%	76.1%
8-10	312	17.7%	93.8%
11-15	89	5.0%	98.8%
16-20	10	0.6%	99.4%
Over 20	10	0.6%	100.0%
TOTAL	1,763	100.0%	100.0%
No Answer	16		
Mean	5.1		

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Downtown Crossing** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	3,128	84.9%
Park 'n' ride	55	1.4%
Drop off	152	4.1%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	3,335	90.6%
Bus	348	9.4%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	3,683	100.0%
No Answer	69	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
49	116	33.4%	3.1%
93	102	29.4%	2.8%
301	43	12.4%	1.2%
7	29	8.4%	0.8%
92	28	8.1%	0.8%
304	15	4.3%	0.4%
CTW	14	4.0%	0.4%
Other			
TOTAL	347	100.0%	9.4%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	2,321	74.2%	0	0.0%	40	26.5%	0		2,390	70.5%
6-10	677	21.6%	26	47.3%	29	19.2%	0		732	21.6%
11-15	101	3.2%	29	52.7%	26	17.2%	0		182	5.4%
16-20	15	0.5%	0	0.0%	0	0.0%	0		15	0.4%
21-30	14	0.4%	0	0.0%	14	9.3%	0		28	0.8%
31-45	0	0.0%	0	0.0%	14	9.3%	0		14	0.4%
Over 45	0	0.0%	0	0.0%	28	18.5%	0		28	0.8%
TOTAL	3,128	100.0%	55	100.0%	151	100.0%	0		3,389	100.0%
No Answer	0		0		0		0		0	
Mean	5.3		12.7		26.4				6.4	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	570	15.3%	15.3%
2-4 minutes	1,074	28.8%	44.1%
5-7	1,141	30.6%	74.7%
8-10	643	17.3%	92.0%
11-15	186	5.0%	97.0%
16-20	69	1.9%	98.9%
Over 20	40	1.1%	100.0%
TOTAL	3,723	100.0%	100.0%
No Answer	29		
Mean	5.6		

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **South Station** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	2,769	46.2%
Park 'n' ride	73	1.2%
Drop off	157	2.6%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	13	0.2%
Total private trans.	3,012	50.3%
Bus	757	12.6%
Commuter rail	2,114	35.3%
Other	105	1.8%
TOTAL	5,988	100.0%
No Answer	47	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
PLB	162	21.5%	2.7%
AME	104	13.8%	1.7%
305	68	9.0%	1.1%
CTW	61	8.1%	1.0%
304	60	8.0%	1.0%
Other	298	39.6%	5.0%
TOTAL	753	100.0%	12.6%

Commuter Rail Transfers from Line:			
Framingham	345	16.3%	5.8%
Needham	243	11.5%	4.1%
Franklin	374	17.7%	6.2%
Attleboro/Stoughton	1,025	48.5%	17.1%
Fairmount	93	4.4%	1.6%
Unspecified/Other	33	1.6%	0.6%
TOTAL	2,114	100.0%	35.3%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,831	68.4%	16	29.1%	19	14.5%	0	0.0%	1,866	64.6%
6-10	590	22.1%	16	29.1%	25	19.1%	9	69.2%	656	22.7%
11-15	175	6.5%	0	0.0%	0	0.0%	0	0.0%	175	6.1%
16-20	66	2.5%	0	0.0%	13	9.9%	0	0.0%	79	2.7%
21-30	9	0.3%	10	18.2%	9	6.9%	0	0.0%	28	1.0%
31-45	4	0.1%	0	0.0%	23	17.6%	0	0.0%	27	0.9%
Over 45	0	0.0%	13	23.6%	42	32.1%	4	30.8%	59	2.0%
TOTAL	2,675	100.0%	55	100.0%	131	100.0%	13	100.0%	2,890	100.0%
No Answer	93		18		25		0		168	
Mean	5.6		26.7		33.1		23.4		7.4	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	1,129	19.3%	19.3%
2-4 minutes	1,954	33.4%	52.6%
5-7	1,644	28.1%	80.7%
8-10	832	14.2%	94.9%
11-15	202	3.5%	98.4%
16-20	84	1.4%	99.8%
Over 20	9	0.2%	100.0%
TOTAL	5,854	100.0%	100.0%
No Answer	181		
Mean	4.7		

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **South Station** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	2,769	46.2%
Park 'n' ride	73	1.2%
Drop off	157	2.6%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	13	0.2%
Total private trans.	3,012	50.3%
Bus	757	12.6%
Commuter rail	2,114	35.3%
Other	105	1.8%
TOTAL	5,988	100.0%
No Answer	47	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
PLB	162	21.5%	2.7%
AME	104	13.8%	1.7%
305	68	9.0%	1.1%
CTW	61	8.1%	1.0%
304	60	8.0%	1.0%
7	58	7.7%	1.0%
CJT	49	6.5%	0.8%
301	46	6.1%	0.8%
GLI	33	4.4%	0.6%
WTC	33	4.4%	0.6%
Other	79	10.5%	1.3%
TOTAL	753	100.0%	12.6%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,831	68.4%	16	29.1%	19	14.5%	0	0.0%	1,866	64.6%
6-10	590	22.1%	16	29.1%	25	19.1%	9	69.2%	656	22.7%
11-15	175	6.5%	0	0.0%	0	0.0%	0	0.0%	175	6.1%
16-20	66	2.5%	0	0.0%	13	9.9%	0	0.0%	79	2.7%
21-30	9	0.3%	10	18.2%	9	6.9%	0	0.0%	28	1.0%
31-45	4	0.1%	0	0.0%	23	17.6%	0	0.0%	27	0.9%
Over 45	0	0.0%	13	23.6%	42	32.1%	4	30.8%	59	2.0%
TOTAL	2,675	100.0%	55	100.0%	131	100.0%	13	100.0%	2,890	100.0%
No Answer	93		18		25		0		168	
Mean	5.6		26.7		33.1		23.4		7.4	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	1,129	19.3%	19.3%
2-4 minutes	1,954	33.4%	52.6%
5-7	1,644	28.1%	80.7%
8-10	832	14.2%	94.9%
11-15	202	3.5%	98.4%
16-20	84	1.4%	99.8%
Over 20	9	0.2%	100.0%
TOTAL	5,854	100.0%	100.0%
No Answer	181		
Mean	4.7		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Broadway** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	602	42.3%
Park 'n' ride	184	12.9%
Drop off	116	8.1%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	902	63.4%
Bus	521	36.6%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	1,423	100.0%
No Answer	7	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
9	301	57.9%	21.2%
11	168	32.3%	11.8%
BUMC	36	6.9%	2.5%
EMP	10	1.9%	0.7%
BCH	5	1.0%	0.4%
Other			
TOTAL	520	100.0%	36.5%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	235	40.0%	40	21.6%	51	43.6%	0		326	36.3%
6-10	183	31.1%	22	11.9%	26	22.2%	0		231	25.8%
11-15	128	21.8%	40	21.6%	6	5.1%	0		174	19.4%
16-20	22	3.7%	34	18.4%	16	13.7%	0		72	8.0%
21-30	8	1.4%	32	17.3%	15	12.8%	0		55	6.1%
31-45	12	2.0%	11	5.9%	3	2.6%	0		33	3.7%
Over 45	0	0.0%	6	3.2%	0	0.0%	0		6	0.7%
TOTAL	588	100.0%	185	100.0%	117	100.0%	0		897	100.0%
No Answer	13		0		0		0		13	
Mean	9.5		17.9		12.1				11.6	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	176	13.0%	13.0%
2-4 minutes	471	34.7%	47.8%
5-7	433	31.9%	79.7%
8-10	158	11.6%	91.3%
11-15	78	5.7%	97.0%
16-20	38	2.8%	99.8%
Over 20	3	0.2%	100.0%
TOTAL	1,357	100.0%	100.0%
No Answer	73		
Mean	5.1		

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Andrew** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	1,366	55.6%
Park 'n' ride	243	9.9%
Drop off	272	11.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	7	0.2%
Total private trans.	1,888	76.9%
Bus	566	23.1%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	2,454	100.0%
No Answer	0	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
16	215	37.9%	8.8%
17	161	28.3%	6.6%
10	106	18.7%	4.3%
18	51	9.0%	2.1%
SBCS	13	2.3%	0.5%
UNK	13	2.3%	0.5%
11	9	1.6%	0.4%
Other			
TOTAL	568	100.0%	23.1%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	702	52.1%	80	32.9%	122	47.1%	7	100.0%	911	49.1%
6-10	504	37.4%	51	21.0%	64	24.7%	0	0.0%	619	33.3%
11-15	113	8.4%	29	11.9%	36	13.9%	0	0.0%	178	9.6%
16-20	22	1.6%	29	11.9%	28	10.8%	0	0.0%	79	4.3%
21-30	0	0.0%	16	6.6%	0	0.0%	0	0.0%	16	0.9%
31-45	7	0.5%	38	15.6%	9	3.5%	0	0.0%	54	2.9%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	1,348	100.0%	243	100.0%	259	100.0%	7	100.0%	1,857	100.0%
No Answer	19		0		12		0		31	
Mean	6.9		15.4		9.7		5.0		8.4	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	391	16.2%	16.2%
2-4 minutes	833	34.5%	50.8%
5-7	792	32.8%	83.6%
8-10	283	11.7%	95.3%
11-15	103	4.3%	99.6%
16-20	9	0.4%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	2,411	100.0%	100.0%
No Answer	43		
Mean	4.7		

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **JFK/UMass** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	1,760	51.2%
Park 'n' ride	259	7.5%
Drop off	389	11.3%
Bicycle	0	0.0%
Taxicab	11	0.3%
Other	0	0.0%
Total private trans.	2,419	70.5%
Bus	1,012	29.5%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	3,431	100.0%
No Answer	0	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
UMAS	848	83.7%	24.7%
8	126	12.4%	3.7%
16	14	1.4%	0.4%
PLB	14	1.4%	0.4%
UNK	11	1.1%	0.3%
Other			
TOTAL	1,013	100.0%	29.5%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	632	36.7%	67	26.8%	199	51.0%	0	0.0%	898	37.9%
6-10	913	53.1%	60	24.0%	120	30.8%	11	100.0%	1,104	46.5%
11-15	151	8.8%	25	10.0%	25	6.4%	0	0.0%	201	8.5%
16-20	11	0.6%	16	6.4%	16	4.1%	0	0.0%	43	1.8%
21-30	0	0.0%	33	13.2%	0	0.0%	0	0.0%	33	1.4%
31-45	14	0.8%	38	15.2%	19	4.9%	0	0.0%	71	3.0%
Over 45	0	0.0%	11	4.4%	11	2.8%	0	0.0%	22	0.9%
TOTAL	1,721	100.0%	250	100.0%	390	100.0%	11	100.0%	2,372	100.0%
No Answer	38		10		0		0		49	
Mean	7.9		19.2		10.3		10.0		9.5	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	425	12.7%	12.7%
2-4 minutes	897	26.7%	39.4%
5-7	1,274	38.0%	77.4%
8-10	562	16.8%	94.2%
11-15	141	4.2%	98.4%
16-20	47	1.4%	99.8%
Over 20	8	0.2%	100.0%
TOTAL	3,354	100.0%	100.0%
No Answer	76		
Mean	5.5		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Savin Hill** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	1,029	85.6%
Park 'n' ride	136	11.3%
Drop off	36	2.9%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	1,201	100.0%
Bus	0	0.0%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	1,201	100.0%
No Answer	0	

Bus Transfers from Route:

	Number of Riders	Percent of Transfers	Percent of Total Riders
Other			
TOTAL			

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	700	68.0%	80	67.2%	28	77.8%	0		808	68.2%
6-10	261	25.3%	5	4.2%	0	0.0%	0		266	22.4%
11-15	52	5.0%	25	21.0%	0	0.0%	0		77	6.5%
16-20	17	1.7%	0	0.0%	0	0.0%	0		17	1.4%
21-30	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
31-45	0	0.0%	9	7.6%	8	22.2%	0		17	1.4%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	1,030	100.0%	119	100.0%	36	100.0%	0		1,185	100.0%
No Answer	0		16		0		0		16	
Mean	5.9		9.3		12.3				6.4	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	144	12.2%	12.2%
2-4 minutes	257	21.8%	34.1%
5-7	298	25.3%	59.4%
8-10	351	29.8%	89.2%
11-15	119	10.1%	99.3%
16-20	8	0.7%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	1,177	100.0%	100.0%
No Answer	24		
Mean	6.5		

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Fields Corner** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	1,742	56.8%
Park 'n' ride	202	6.5%
Drop off	112	3.6%
Bicycle	0	0.0%
Taxicab	39	1.2%
Other	0	0.0%
Total private trans.	2,095	68.3%
Bus	971	31.7%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	3,066	100.0%
No Answer	0	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
20	627	64.6%	20.5%
17	149	15.3%	4.9%
19	78	8.0%	2.5%
210	66	6.8%	2.2%
UNK	26	2.7%	0.8%
18	25	2.6%	0.8%
Other			
TOTAL	971	100.0%	31.7%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	847	48.6%	90	47.4%	87	77.7%	26	66.7%	1,050	50.4%
6-10	614	35.2%	62	32.6%	25	22.3%	0	0.0%	701	33.6%
11-15	245	14.1%	0	0.0%	0	0.0%	13	33.3%	258	12.4%
16-20	37	2.1%	38	20.0%	0	0.0%	0	0.0%	75	3.6%
21-30	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	1,743	100.0%	190	100.0%	112	100.0%	39	100.0%	2,084	100.0%
No Answer	0		12		0		0		12	
Mean	7.6		9.0		5.1		7.7		7.6	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	187	6.5%	6.5%
2-4 minutes	496	17.2%	23.6%
5-7	1,101	38.2%	61.8%
8-10	688	23.9%	85.7%
11-15	374	13.0%	98.7%
16-20	38	1.3%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	2,884	100.0%	100.0%
No Answer	182		
Mean	6.9		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Shawmut** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	999	83.4%
Park 'n' ride	151	12.6%
Drop off	47	3.9%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	1,197	100.0%
Bus	0	0.0%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	1,197	100.0%
No Answer	0	

Bus Transfers from Route:

	Number of Riders	Percent of Transfers	Percent of Total Riders
Other			
TOTAL			

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	588	59.9%	115	76.2%	28	60.9%	0		731	62.1%
6-10	321	32.7%	27	17.9%	9	19.6%	0		357	30.3%
11-15	72	7.3%	9	6.0%	0	0.0%	0		81	6.9%
16-20	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
21-30	0	0.0%	0	0.0%	9	19.6%	0		9	0.8%
31-45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	981	100.0%	151	100.0%	46	100.0%	0		1,178	100.0%
No Answer	18		0		0		0		18	
Mean	6.2		6.1		8.0				6.3	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	99	8.7%	8.7%
2-4 minutes	253	22.1%	30.8%
5-7	385	33.7%	64.5%
8-10	314	27.4%	91.9%
11-15	93	8.1%	100.0%
16-20	0	0.0%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	1,144	100.0%	100.0%
No Answer	52		
Mean	6.2		

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Ashmont** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	1,592	40.3%
Park 'n' ride	266	6.7%
Drop off	271	6.8%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	13	0.3%
Total private trans.	2,141	54.2%
Bus	1,807	45.8%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	3,948	100.0%
No Answer	0	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
240	514	28.4%	13.0%
BAT	291	16.1%	7.4%
21	231	12.8%	5.9%
23	196	10.8%	5.0%
22	152	8.4%	3.9%
27	120	6.6%	3.0%
26	99	5.5%	2.5%
215	85	4.7%	2.2%
217	37	2.0%	0.9%
SCHB	32	1.8%	0.8%
Other	51	2.8%	1.3%
TOTAL	1,808	100.0%	45.8%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	820	51.5%	100	37.5%	123	46.2%	0	0.0%	1,043	48.8%
6-10	541	34.0%	60	22.5%	53	19.9%	6	46.2%	660	30.9%
11-15	167	10.5%	35	13.1%	37	13.9%	0	0.0%	239	11.2%
16-20	35	2.2%	18	6.7%	12	4.5%	0	0.0%	65	3.0%
21-30	18	1.1%	35	13.1%	29	10.9%	0	0.0%	82	3.8%
31-45	0	0.0%	12	4.5%	12	4.5%	7	53.8%	31	1.4%
Over 45	12	0.8%	7	2.6%	0	0.0%	0	0.0%	19	0.9%
TOTAL	1,593	100.0%	267	100.0%	266	100.0%	13	100.0%	2,139	100.0%
No Answer	0		0		5		0		5	
Mean	7.9		13.9		11.5		24.1		9.2	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	994	26.2%	26.2%
2-4 minutes	909	24.0%	50.2%
5-7	999	26.4%	76.6%
8-10	635	16.8%	93.4%
11-15	194	5.1%	98.5%
16-20	58	1.5%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	3,789	100.0%	100.0%
No Answer	158		
Mean	4.7		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Ashmont** **Mattapan Trolley**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	85	62.0%
Park 'n' ride	0	0.0%
Drop off	0	0.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	85	62.0%
Bus	52	38.0%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	137	100.0%
No Answer	6	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
23	34	64.2%	24.8%
21	12	22.6%	8.8%
19	7	13.2%	5.1%
Other			
TOTAL	53	100.0%	38.7%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	37	43.0%	0		0		0		37	40.2%
6-10	37	43.0%	0		0		0		37	40.2%
11-15	12	14.0%	0		0		0		12	13.0%
16-20	0	0.0%	0		0		0		6	6.5%
21-30	0	0.0%	0		0		0		0	0.0%
31-45	0	0.0%	0		0		0		0	0.0%
Over 45	0	0.0%	0		0		0		0	0.0%
TOTAL	86	100.0%	0		0		0		92	100.0%
No Answer	0		0		0		0		0	
Mean	7.6								7.6	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	13	9.1%	9.1%
2-4 minutes	71	49.7%	58.7%
5-7	47	32.9%	91.6%
8-10	12	8.4%	100.0%
11-15	0	0.0%	100.0%
16-20	0	0.0%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	143	100.0%	100.0%
No Answer	0		
Mean	3.7		

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Cedar Grove** **Mattapan Trolley**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	150	96.1%
Park 'n' ride	6	3.8%
Drop off	0	0.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	156	100.0%
Bus	0	0.0%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	156	100.0%
No Answer	0	

Bus Transfers from Route:

	Number of Riders	Percent of Transfers	Percent of Total Riders
Other			
TOTAL			

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	114	76.0%	0	0.0%	0		0		114	73.1%
6-10	24	16.0%	6	100.0%	0		0		30	19.2%
11-15	12	8.0%	0	0.0%	0		0		12	7.7%
16-20	0	0.0%	0	0.0%	0		0		0	0.0%
21-30	0	0.0%	0	0.0%	0		0		0	0.0%
31-45	0	0.0%	0	0.0%	0		0		0	0.0%
Over 45	0	0.0%	0	0.0%	0		0		0	0.0%
TOTAL	150	100.0%	6	100.0%	0		0		156	100.0%
No Answer	0		0		0		0		0	
Mean	5.3		10.0						5.5	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	47	32.6%	32.6%
2-4 minutes	48	33.3%	66.0%
5-7	31	21.5%	87.5%
8-10	6	4.2%	91.7%
11-15	12	8.3%	100.0%
16-20	0	0.0%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	144	100.0%	100.0%
No Answer	12		
Mean	3.5		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Butler** **Mattapan Trolley**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	88	69.8%
Park 'n' ride	37	29.3%
Drop off	0	0.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	126	100.0%
Bus	0	0.0%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	126	100.0%
No Answer	0	

Bus Transfers from Route:

	Number of Riders	Percent of Transfers	Percent of Total Riders
Other			
TOTAL			

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	71	79.8%	31	81.6%	0		0		102	80.3%
6-10	18	20.2%	0	0.0%	0		0		18	14.2%
11-15	0	0.0%	0	0.0%	0		0		0	0.0%
16-20	0	0.0%	0	0.0%	0		0		0	0.0%
21-30	0	0.0%	7	18.4%	0		0		7	5.5%
31-45	0	0.0%	0	0.0%	0		0		0	0.0%
Over 45	0	0.0%	0	0.0%	0		0		0	0.0%
TOTAL	89	100.0%	38	100.0%	0		0		127	100.0%
No Answer	0		0		0		0		0	
Mean	3.9		8.8						5.4	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	36	28.3%	28.3%
2-4 minutes	36	28.3%	56.8%
5-7	36	28.3%	85.1%
8-10	13	10.2%	95.3%
11-15	0	0.0%	95.3%
16-20	6	4.7%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	127	100.0%	100.0%
No Answer	0		
Mean	4.3		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Milton** **Mattapan Trolley**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	306	71.3%
Park 'n' ride	70	16.3%
Drop off	53	12.3%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	429	100.0%
Bus	0	0.0%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	429	100.0%
No Answer	7	

Bus Transfers from Route:

	Number of Riders	Percent of Transfers	Percent of Total Riders
Other			
TOTAL			

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	165	53.9%	41	57.7%	30	55.6%	0		243	55.5%
6-10	57	18.6%	18	25.4%	12	22.2%	0		87	19.9%
11-15	56	18.3%	6	8.5%	6	11.1%	0		68	15.5%
16-20	28	9.2%	0	0.0%	0	0.0%	0		28	6.4%
21-30	0	0.0%	6	8.5%	0	0.0%	0		6	1.4%
31-45	0	0.0%	0	0.0%	6	11.1%	0		6	1.4%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	306	100.0%	71	100.0%	54	100.0%	0		438	100.0%
No Answer	0		0		0		0		0	
Mean	7.6		7.7		9.0				7.8	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	116	26.9%	26.9%
2-4 minutes	124	28.8%	55.7%
5-7	126	29.2%	84.9%
8-10	52	12.1%	97.0%
11-15	13	3.0%	100.0%
16-20	0	0.0%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	431	100.0%	100.0%
No Answer	5		
Mean	3.9		

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Central Avenue** **Mattapan Trolley**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	310	81.1%
Park 'n' ride	36	9.4%
Drop off	24	6.2%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	370	96.9%
Bus	12	3.1%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	382	100.0%
No Answer	0	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
240	12	100.0%	3.1%
Other			
TOTAL	12	100.0%	3.1%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	188	60.6%	24	66.7%	6	24.0%	0		218	58.8%
6-10	86	27.7%	6	16.7%	6	24.0%	0		98	26.4%
11-15	30	9.7%	0	0.0%	13	52.0%	0		43	11.6%
16-20	0	0.0%	6	16.7%	0	0.0%	0		6	1.6%
21-30	6	1.9%	0	0.0%	0	0.0%	0		6	1.6%
31-45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	310	100.0%	36	100.0%	25	100.0%	0		371	100.0%
No Answer	0		0		0		0		0	
Mean	6.6		6.9		12.1				6.9	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	116	33.9%	33.9%
2-4 minutes	102	29.8%	63.8%
5-7	88	25.7%	89.5%
8-10	24	7.0%	96.5%
11-15	12	3.5%	100.0%
16-20	0	0.0%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	342	100.0%	100.0%
No Answer	39		
Mean	3.5		

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Valley Road** **Mattapan Trolley**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	65	100.0%
Park 'n' ride	0	0.0%
Drop off	0	0.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	65	100.0%
Bus	0	0.0%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	65	100.0%
No Answer	0	

Bus Transfers from Route:

	Number of Riders	Percent of Transfers	Percent of Total Riders
Other			
TOTAL			

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	65	100.0%	0		0		0		65	100.0%
6-10	0	0.0%	0		0		0		0	0.0%
11-15	0	0.0%	0		0		0		0	0.0%
16-20	0	0.0%	0		0		0		0	0.0%
21-30	0	0.0%	0		0		0		0	0.0%
31-45	0	0.0%	0		0		0		0	0.0%
Over 45	0	0.0%	0		0		0		0	0.0%
TOTAL	65	100.0%	0		0		0		65	100.0%
No Answer	0		0		0		0		0	
Mean	3.6								3.6	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	23	35.4%	35.4%
2-4 minutes	12	18.5%	53.8%
5-7	12	18.5%	72.3%
8-10	18	27.7%	100.0%
11-15	0	0.0%	100.0%
16-20	0	0.0%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	65	100.0%	100.0%
No Answer	0		
Mean	4.0		

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Capen Street** **Mattapan Trolley**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	117	76.9%
Park 'n' ride	12	7.8%
Drop off	23	15.1%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	152	100.0%
Bus	0	0.0%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	152	100.0%
No Answer	0	

Bus Transfers from Route:

	Number of Riders	Percent of Transfers	Percent of Total Riders
Other			
TOTAL			

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	71	59.7%	12	100.0%	6	26.1%	0		89	57.8%
6-10	18	15.1%	0	0.0%	0	0.0%	0		18	11.7%
11-15	18	15.1%	0	0.0%	17	73.9%	0		35	22.7%
16-20	12	10.1%	0	0.0%	0	0.0%	0		12	7.8%
21-30	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
31-45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	119	100.0%	12	100.0%	23	100.0%	0		154	100.0%
No Answer	0		0		0		0		0	
Mean	7.0		2.0		11.0				7.3	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	47	32.0%	32.0%
2-4 minutes	23	15.6%	47.6%
5-7	48	32.7%	80.3%
8-10	23	15.6%	95.9%
11-15	6	4.1%	100.0%
16-20	0	0.0%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	147	100.0%	100.0%
No Answer	5		
Mean	4.5		

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Mattapan** **Mattapan Trolley**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	506	48.2%
Park 'n' ride	89	8.4%
Drop off	80	7.6%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	6	0.5%
Total private trans.	681	64.9%
Bus	368	35.1%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	1,049	100.0%
No Answer	13	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
24	108	29.3%	10.3%
28	97	26.3%	9.2%
30	64	17.3%	6.1%
31	48	13.0%	4.6%
UNK	19	5.1%	1.8%
33	13	3.5%	1.2%
29	7	1.9%	0.7%
PCI	7	1.9%	0.7%
37	6	1.6%	0.6%
Other			
TOTAL	369	100.0%	35.2%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	143	28.3%	36	40.0%	42	52.5%	6	100.0%	234	34.0%
6-10	192	37.9%	25	27.8%	26	32.5%	0	0.0%	243	35.3%
11-15	129	25.5%	6	6.7%	6	7.5%	0	0.0%	141	20.5%
16-20	26	5.1%	16	17.8%	6	7.5%	0	0.0%	48	7.0%
21-30	16	3.2%	7	7.8%	0	0.0%	0	0.0%	23	3.3%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	506	100.0%	90	100.0%	80	100.0%	6	100.0%	689	100.0%
No Answer	0		0		0		0		0	
Mean	10.2		10.7		7.4		5.0		9.9	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	275	27.9%	27.9%
2-4 minutes	222	22.5%	50.4%
5-7	294	29.8%	80.2%
8-10	136	13.8%	94.0%
11-15	59	6.0%	100.0%
16-20	0	0.0%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	986	100.0%	100.0%
No Answer	75		
Mean	4.4		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **North Quincy** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	1,912	45.3%
Park 'n' ride	1,809	42.8%
Drop off	340	8.0%
Bicycle	0	0.0%
Taxicab	6	0.1%
Other	0	0.0%
Total private trans.	4,067	96.4%
Bus	153	3.6%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	4,220	100.0%
No Answer	24	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
211	110	71.9%	2.6%
212	17	11.1%	0.4%
210	15	9.8%	0.4%
EMP	11	7.2%	0.3%
Other			
TOTAL	153	100.0%	3.6%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	859	45.0%	477	26.4%	200	58.7%	6	100.0%	1,548	38.0%
6-10	612	32.1%	510	28.2%	63	18.5%	0	0.0%	1,185	29.1%
11-15	349	18.3%	291	16.1%	36	10.6%	0	0.0%	676	16.6%
16-20	63	3.3%	194	10.7%	6	1.8%	0	0.0%	269	6.6%
21-30	18	0.9%	188	10.4%	24	7.0%	0	0.0%	230	5.6%
31-45	6	0.3%	119	6.6%	6	1.8%	0	0.0%	131	3.2%
Over 45	0	0.0%	30	1.7%	6	1.8%	0	0.0%	36	0.9%
TOTAL	1,907	100.0%	1,809	100.0%	341	100.0%	6	100.0%	4,075	100.0%
No Answer	5		0		0		0		5	
Mean	8.4		14.8		9.4		3.0		11.3	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	442	10.6%	10.6%
2-4 minutes	798	19.1%	29.7%
5-7	1,522	36.4%	66.1%
8-10	1,029	24.6%	90.7%
11-15	281	6.7%	97.4%
16-20	94	2.2%	99.6%
Over 20	15	0.4%	100.0%
TOTAL	4,181	100.0%	100.0%
No Answer	62		
Mean	6.4		

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Wollaston** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	1,717	53.4%
Park 'n' ride	1,161	36.1%
Drop off	281	8.7%
Bicycle	8	0.2%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	3,168	98.5%
Bus	47	1.5%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	3,215	100.0%
No Answer	0	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
217	47	100.0%	1.5%
Other			
TOTAL	47	100.0%	1.5%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	674	39.4%	231	20.0%	146	53.7%	0	0.0%	1,051	33.4%
6-10	661	38.6%	306	26.5%	76	27.9%	8	100.0%	1,051	33.4%
11-15	288	16.8%	161	14.0%	8	2.9%	0	0.0%	457	14.5%
16-20	72	4.2%	191	16.6%	10	3.7%	0	0.0%	273	8.7%
21-30	16	0.9%	172	14.9%	27	9.9%	0	0.0%	215	6.8%
31-45	0	0.0%	87	7.5%	5	1.8%	0	0.0%	92	2.9%
Over 45	0	0.0%	5	0.4%	0	0.0%	0	0.0%	5	0.2%
TOTAL	1,711	100.0%	1,153	100.0%	272	100.0%	8	100.0%	3,144	100.0%
No Answer	5		10		10		0		25	
Mean	8.4		15.9		9.1		10.0		11.2	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	204	6.6%	6.6%
2-4 minutes	616	19.8%	26.3%
5-7	1,296	41.7%	68.0%
8-10	739	23.8%	91.8%
11-15	221	7.1%	98.9%
16-20	35	1.1%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	3,111	100.0%	100.0%
No Answer	104		
Mean	6.3		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Quincy Center** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	1,645	29.3%
Park 'n' ride	1,328	23.6%
Drop off	344	6.1%
Bicycle	9	0.1%
Taxicab	26	0.4%
Other	9	0.1%
Total private trans.	3,360	60.0%
Bus	2,244	40.0%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	5,604	100.0%
No Answer	6	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
220	545	24.3%	9.7%
225	535	23.8%	9.5%
222	363	16.2%	6.5%
216	202	9.0%	3.6%
214	143	6.4%	2.6%
230	122	5.4%	2.2%
245	73	3.3%	1.3%
215	69	3.1%	1.2%
221	61	2.7%	1.1%
236	40	1.8%	0.7%
Other	91	4.1%	1.6%
TOTAL	2,244	100.0%	40.0%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	741	45.4%	278	21.0%	147	42.7%	7	16.3%	1,173	35.1%
6-10	551	33.8%	296	22.4%	85	24.7%	9	20.9%	941	28.1%
11-15	245	15.0%	196	14.8%	49	14.2%	27	62.8%	523	15.6%
16-20	79	4.8%	163	12.3%	30	8.7%	0	0.0%	272	8.1%
21-30	9	0.6%	226	17.1%	24	7.0%	0	0.0%	259	7.7%
31-45	6	0.4%	121	9.2%	9	2.6%	0	0.0%	136	4.1%
Over 45	0	0.0%	41	3.1%	0	0.0%	0	0.0%	41	1.2%
TOTAL	1,631	100.0%	1,321	100.0%	344	100.0%	43	100.0%	3,345	100.0%
No Answer	14		6		0		0		21	
Mean	8.2		17.6		10.7		11.9		12.2	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	610	11.0%	11.0%
2-4 minutes	1,161	21.0%	32.1%
5-7	2,035	36.9%	69.0%
8-10	1,212	21.9%	90.9%
11-15	436	7.9%	98.8%
16-20	68	1.2%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	5,522	100.0%	100.0%
No Answer	87		
Mean	6.1		

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Quincy Adams** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	128	4.1%
Park 'n' ride	2,700	87.0%
Drop off	197	6.3%
Bicycle	4	0.1%
Taxicab	3	0.0%
Other	0	0.0%
Total private trans.	3,031	97.8%
Bus	69	2.2%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	3,100	100.0%
No Answer	3	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
238	57	82.6%	1.8%
EMP	8	11.6%	0.3%
230	4	5.8%	0.1%
Other			
TOTAL	69	100.0%	2.2%

Access Time:

(for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	29	22.8%	174	6.5%	57	28.8%	7	100.0%	267	8.8%
6-10	44	34.6%	396	14.7%	50	25.3%	0	0.0%	490	16.2%
11-15	44	34.6%	506	18.8%	30	15.2%	0	0.0%	580	19.2%
16-20	7	5.5%	449	16.7%	22	11.1%	0	0.0%	478	15.8%
21-30	0	0.0%	605	22.4%	15	7.6%	0	0.0%	620	20.5%
31-45	0	0.0%	417	15.5%	14	7.1%	0	0.0%	431	14.2%
Over 45	3	2.4%	149	5.5%	10	5.1%	0	0.0%	162	5.4%
TOTAL	127	100.0%	2,696	100.0%	198	100.0%	7	100.0%	3,028	100.0%
No Answer	0		2		0		0		5	
Mean	12.2		23.3		16.5		4.6		22.4	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	301	9.9%	9.9%
2-4 minutes	578	18.9%	28.8%
5-7	1,239	40.6%	69.4%
8-10	744	24.4%	93.8%
11-15	163	5.3%	99.1%
16-20	28	0.9%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	3,053	100.0%	100.0%
No Answer	50		
Mean	6.0		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Braintree** **Red Line**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	193	6.9%
Park 'n' ride	1,561	55.9%
Drop off	723	25.8%
Bicycle	8	0.2%
Taxicab	13	0.4%
Other	0	0.0%
Total private trans.	2,499	89.5%
Bus	293	10.5%
Commuter rail	0	0.0%
Other	0	0.0%
TOTAL	2,792	100.0%
No Answer	0	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
230	167	57.0%	6.0%
PLB	62	21.2%	2.2%
236	35	11.9%	1.3%
MYB	23	7.8%	0.8%
UNK	6	2.0%	0.2%
Other			
TOTAL	293	100.0%	10.5%

Access Time:

(for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	29	15.0%	186	11.9%	193	26.7%	3	13.0%	411	16.4%
6-10	59	30.6%	351	22.5%	236	32.6%	11	47.8%	657	26.3%
11-15	54	28.0%	351	22.5%	149	20.6%	3	13.0%	557	22.3%
16-20	28	14.5%	249	16.0%	51	7.1%	6	26.1%	334	13.4%
21-30	18	9.3%	296	19.0%	71	9.8%	0	0.0%	385	15.4%
31-45	0	0.0%	99	6.3%	17	2.4%	0	0.0%	116	4.6%
Over 45	5	2.6%	29	1.9%	6	0.8%	0	0.0%	40	1.6%
TOTAL	193	100.0%	1,561	100.0%	723	100.0%	23	100.0%	2,500	100.0%
No Answer	0		0		0		0		0	
Mean	15.3		17.9		12.8		11.6		16.2	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	1,007	36.4%	36.4%
2-4 minutes	489	17.7%	54.1%
5-7	820	29.7%	83.8%
8-10	367	13.3%	97.1%
11-15	69	2.5%	99.6%
16-20	11	0.4%	100.0%
Over 20	0	0.0%	100.0%
TOTAL	2,763	100.0%	100.0%
No Answer	28		
Mean	3.8		

4. Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Each station report comprises three separate tables. These are discussed individually below. The figures in these tables reflect the characteristics of people *boarding* at the station listed at the top of each page.

OVERVIEW OF RESULTS

Trip Purposes

Northern Segment

The primary trip purpose for the all Northern Segment stations except Kendall was home-based work. It was dominant at Alewife, accounting for 77% of trips, and declined steadily to 58% at Central. At Kendall, because so many trips started at the workplace, work-based trips accounted for 35% of the total and home-based work only 32%. Home-based school accounted for roughly 10% of trips at all stations except Alewife.

Central Segment

Home-based work trips were the most common type for the Central Segment, but they were not as dominant as in the Northern Segment. Work-based trips were the second most common type at all stations, capturing between 14% and 23%. Home-based shopping was important at Downtown Crossing, while home-based personal business, which includes trips to the doctor, accounted for 13% of the trips starting at Charles/MGH.

Dorchester Branch

The Dorchester Branch is heavily oriented toward work trips, although home-based school accounted for 11% at Fields Corner, Central Ave. and Mattapan, and 23% at JFK/UMass. Trip purposes at the three northernmost trolley stops were more varied.

South Shore Branch

The South Shore Branch serves residential areas which encompass the homes of many people who work in Boston. This fact is reflected by the very high

percentages of home-based work trips, ranging between 78% and 90%. No other trip purpose captured more than 6.5% of the trips.

Reasons for Using Rapid Transit

Northern Segment

Question 20 on the survey form asked the respondent to mark the "main reasons for riding the MBTA." The number one reason for every Northern Segment Red Line station was "convenience." The percentage of riders marking this choice ranged from 69% at Central to 76% at Davis and Kendall. At most of the stations, all other choices but "comfort/relaxation" garnered between 30% and 40% of the passengers, showing these Red Line passengers to be concerned about travel time, the cost of parking downtown and the environment, while many are dependent on the Red Line for their transportation needs. Transit dependence seems to be less common at Alewife, where only 16% of passengers marked "only transportation available" while 57% marked "cost of parking downtown."

Central Segment

Convenience was again the most important reason for Central Segment riders to use the rapid transit system. The pattern of responses at all of the stations except Broadway was similar to that of the Northern Segment stations. At Broadway, "only transportation available" was significantly more common than the other choices.

Dorchester Branch

For the Dorchester Branch, convenience was again the most important reason for using rapid transit. Only transportation available was the second most common reason cited, usually at 40%, followed closely by cost of parking downtown. Similar to other parts of the Red Line, comfort/relaxation scored the lowest. Environmentally responsible was noticeable less important to passengers boarding on this part of the Red Line than to those boarding in Cambridge and Somerville.

South Shore Branch

As with the other branches, convenience was the most important reason for riding the South Shore Branch overall, but cost of parking downtown was nearly as important, and even outscored convenience at Quincy Adams. This pattern reflects the fact that many South Shore riders drive to the station; these people clearly have the option of driving downtown, but choose not to.

Alternate Means of Transportation

Northern Segment

This table portrays the options available to current Red Line riders, or at least the options of which the riders are aware. The most common alternate means for every station was "Drive alone." "Other MBTA service" was the second most common choice, typically capturing 15% to 25%. Walking and bicycling were chosen by 7% to 15% of passengers at all stations, except Alewife where these were not seen as viable options.

Central Segment

The top alternate means for Central Segment riders was drive alone, with other MBTA service, walk, and bicycle following in varying order. "Would not make trip" was chosen by 12% of passengers at Park Street and Downtown Crossing.

Dorchester Branch

Drive alone was the most common alternate means of transportation chosen by Dorchester Branch riders, except at a few of the Mattapan Trolley stops. Other MBTA service was the next most common choice, mostly in the range of 25% to 30%.

South Shore Branch

Drive alone was far and away the most common alternate means of transportation, generally scoring between 50% and 60%. As with other parts of the Red Line, other MBTA service was the second most common choice, scoring between 10% and 18%. Several other options registered more than 10%, notably private bus, which is not an option for most parts of the system, and carpool/vanpool, which is more common for South Shore commuters than for those in other parts of the region.

DESCRIPTION OF TABLES

Trip Purposes

This table summarizes the combinations of activities at the origin and destination ends of trips using information from survey questions 2a (Where did you start this trip?) and 8a (Where will your entire one-way trip end?). The activities at each end of the trip are also summarized in chapters 2 and 12. The purposes listed in the table are Home-based Work, Home-based School, Home-based Shopping, Home-based Social Activity, Home-based Personal Business, Home-based Other, Work-based (trips between work and some place other than home)

and Non Home or Work-based. For each trip purpose, the table shows the number of passengers, the percentage of this number relative to the total for the station that answered the questions, and the cumulative percentage. No distinction is made between trip directions; for example, a trip from home to work and a trip from work to home are both counted as home-based work trips.

Reasons for Using Rapid Transit

This table summarizes the results of survey question 20, which listed six possible reasons for using rapid transit, plus Other, with a space for write-ins. Passengers were asked to check off as many reasons as applied. The table shows the number and percent selecting each choice. (The percentages are based on the expanded total number of passengers in the survey group, regardless of whether or not they answered this question.) These are listed in the same order that they appeared on the survey, rather than in order of number of responses. Because of multiple responses, the total adds up to more than 100%.

Alternate Means of Transportation

This table summarizes the results of survey question 21, which listed seven possible alternate means of transportation, plus Other, with a space for write-ins. The table shows the number and percent of riders checking each alternative. (The percentages are based on the expanded total number of passengers in the survey group, regardless of whether or not they answered this question.) The question asked for the "most likely" alternate means, but many passengers checked two or more options. If two options were checked, they were both retained in the database, but if three or more were checked, the two most reasonable options were retained.

The alternatives are listed in the order that they appeared on the survey, rather than in order of the numbers of passengers checking them. Some passengers who checked option number 5 "Other MBTA service" circled one of the example modes (bus, commuter rail, ferry). Passengers who did so were counted among those specific options on the table, and those who did not were included in "Other MBTA service unspecified." Beyond the seven options and three suboptions on the survey, passengers wrote in a number of additional options under "Other." The most common other modes are listed individually in the table.

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Alewife** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	5,448	77.4%	77.4%
Home-based School	322	4.5%	82.0%
Home-based Shopping	136	1.9%	84.0%
Home-based Social Activity	157	2.2%	86.2%
Home-based Personal Business	275	3.9%	90.1%
Home-based Other	208	2.9%	93.0%
Work-based	406	5.7%	98.8%
Non Home or Work-based	83	1.1%	100.0%
TOTAL	7,035	100.0%	100.0%
No Answer	81		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	5,001	70.2%
Speed/Travel time	2,721	38.2%
Comfort/relaxation	1,833	25.7%
Cost of parking downtown	4,031	56.6%
Environmentally responsible	2,787	39.1%
Only transportation available	1,133	15.9%
Other	885	12.4%
TOTAL RIDERS	7,118	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	4,213	59.1%
Bicycle	195	2.7%
Private bus	113	1.5%
Walking	67	0.9%
Other MBTA service unspec.	1,317	18.5%
MBTA Bus	124	1.7%
MBTA Commuter rail	89	1.2%
MBTA Ferry	0	0.0%
Carpool/vanpool	387	5.4%
Would not make trip	359	5.0%
Taxicab	36	0.5%
Get a ride	72	1.0%
Move	3	0.0%
Change job/quit job	11	0.1%
Don't know	53	0.7%
Other	71	1.0%
TOTAL RIDERS	7,118	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Davis** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	4,847	70.2%	70.3%
Home-based School	865	12.5%	82.8%
Home-based Shopping	229	3.3%	86.2%
Home-based Social Activity	182	2.6%	88.8%
Home-based Personal Business	273	3.9%	92.7%
Home-based Other	105	1.5%	94.3%
Work-based	202	2.9%	97.2%
Non Home or Work-based	193	2.7%	100.0%
TOTAL	6,896	100.0%	100.0%
No Answer	24		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	5,228	75.5%
Speed/Travel time	2,867	41.4%
Comfort/relaxation	1,445	20.8%
Cost of parking downtown	2,608	37.6%
Environmentally responsible	3,103	44.8%
Only transportation available	2,421	34.9%
Other	624	9.0%
TOTAL RIDERS	6,921	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	2,486	35.9%
Bicycle	871	12.5%
Private bus	68	0.9%
Walking	501	7.2%
Other MBTA service unspec.	1,777	25.6%
MBTA Bus	92	1.3%
MBTA Commuter rail	4	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	400	5.7%
Would not make trip	422	6.0%
Taxicab	41	0.6%
Get a ride	56	0.8%
Move	45	0.6%
Change job/quit job	4	0.0%
Don't know	17	0.2%
Other	131	1.9%
TOTAL RIDERS	6,921	

Note: Percent of riders may total to more than 100 percent due to multiple responses.

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Porter** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	5,515	67.1%	67.2%
Home-based School	925	11.2%	78.4%
Home-based Shopping	298	3.6%	82.1%
Home-based Social Activity	222	2.7%	84.8%
Home-based Personal Business	289	3.5%	88.3%
Home-based Other	145	1.7%	90.1%
Work-based	582	7.0%	97.1%
Non Home or Work-based	234	2.8%	100.0%
TOTAL	8,210	100.0%	100.0%
No Answer	37		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	6,121	74.2%
Speed/Travel time	3,205	38.8%
Comfort/relaxation	1,795	21.7%
Cost of parking downtown	3,144	38.1%
Environmentally responsible	3,639	44.1%
Only transportation available	2,556	30.9%
Other	729	8.8%
TOTAL RIDERS	8,247	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	3,147	38.1%
Bicycle	1,299	15.7%
Private bus	137	1.6%
Walking	624	7.5%
Other MBTA service unspec.	1,949	23.6%
MBTA Bus	113	1.3%
MBTA Commuter rail	6	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	271	3.2%
Would not make trip	375	4.5%
Taxicab	128	1.5%
Get a ride	27	0.3%
Move	42	0.5%
Change job/quit job	0	0.0%
Don't know	18	0.2%
Other	104	1.2%
TOTAL RIDERS	8,247	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Harvard** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	7,488	59.3%	59.3%
Home-based School	1,229	9.7%	69.1%
Home-based Shopping	453	3.5%	72.7%
Home-based Social Activity	308	2.4%	75.1%
Home-based Personal Business	506	4.0%	79.1%
Home-based Other	138	1.0%	80.2%
Work-based	1,710	13.5%	93.8%
Non Home or Work-based	785	6.2%	100.0%
TOTAL	12,617	100.0%	100.0%
No Answer	253		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	9,304	72.3%
Speed/Travel time	4,471	34.7%
Comfort/relaxation	2,170	16.8%
Cost of parking downtown	5,105	39.6%
Environmentally responsible	4,953	38.4%
Only transportation available	4,391	34.1%
Other	1,004	7.8%
TOTAL RIDERS	12,869	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	4,899	38.0%
Bicycle	1,329	10.3%
Private bus	128	1.0%
Walking	892	6.9%
Other MBTA service unspec.	3,280	25.4%
MBTA Bus	151	1.1%
MBTA Commuter rail	57	0.4%
MBTA Ferry	0	0.0%
Carpool/vanpool	403	3.1%
Would not make trip	1,014	7.8%
Taxicab	316	2.4%
Get a ride	79	0.6%
Move	48	0.3%
Change job/quit job	13	0.1%
Don't know	51	0.4%
Other	202	1.5%
TOTAL RIDERS	12,869	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Central** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	3,588	57.6%	57.6%
Home-based School	597	9.5%	67.2%
Home-based Shopping	336	5.3%	72.6%
Home-based Social Activity	216	3.4%	76.1%
Home-based Personal Business	470	7.5%	83.6%
Home-based Other	165	2.6%	86.3%
Work-based	620	9.9%	96.2%
Non Home or Work-based	235	3.7%	100.0%
TOTAL	6,227	100.0%	100.0%
No Answer	98		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	4,379	69.2%
Speed/Travel time	2,607	41.2%
Comfort/relaxation	887	14.0%
Cost of parking downtown	2,161	34.1%
Environmentally responsible	2,348	37.1%
Only transportation available	2,247	35.5%
Other	439	6.9%
TOTAL RIDERS	6,322	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	1,989	31.4%
Bicycle	797	12.6%
Private bus	91	1.4%
Walking	813	12.8%
Other MBTA service unspec.	1,458	23.0%
MBTA Bus	112	1.7%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	233	3.6%
Would not make trip	458	7.2%
Taxicab	160	2.5%
Get a ride	87	1.3%
Move	19	0.3%
Change job/quit job	0	0.0%
Don't know	12	0.1%
Other	87	1.3%
TOTAL RIDERS	6,322	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

CTPS
8/28/97

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Kendall** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,369	32.1%	32.1%
Home-based School	403	9.4%	41.6%
Home-based Shopping	126	2.9%	44.5%
Home-based Social Activity	67	1.5%	46.1%
Home-based Personal Business	92	2.1%	48.3%
Home-based Other	89	2.0%	50.4%
Work-based	1,511	35.4%	85.8%
Non Home or Work-based	605	14.1%	100.0%
TOTAL	4,262	100.0%	100.0%
No Answer	40		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	3,255	75.6%
Speed/Travel time	1,759	40.8%
Comfort/relaxation	629	14.6%
Cost of parking downtown	1,506	35.0%
Environmentally responsible	1,315	30.5%
Only transportation available	1,179	27.4%
Other	355	8.2%
TOTAL RIDERS	4,302	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	1,549	36.0%
Bicycle	569	13.2%
Private bus	79	1.8%
Walking	559	13.0%
Other MBTA service unspec.	629	14.6%
MBTA Bus	47	1.1%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	123	2.8%
Would not make trip	403	9.3%
Taxicab	246	5.7%
Get a ride	16	0.3%
Move	0	0.0%
Change job/quit job	0	0.0%
Don't know	5	0.1%
Other	72	1.6%
TOTAL RIDERS	4,302	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

CTPS
8/28/97

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Charles/MGH** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,692	52.4%	52.4%
Home-based School	315	9.7%	62.2%
Home-based Shopping	86	2.6%	64.9%
Home-based Social Activity	60	1.8%	66.7%
Home-based Personal Business	413	12.8%	79.5%
Home-based Other	16	0.4%	80.0%
Work-based	457	14.1%	94.2%
Non Home or Work-based	187	5.7%	100.0%
TOTAL	3,226	100.0%	100.0%
No Answer	57		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	2,525	76.9%
Speed/Travel time	1,219	37.1%
Comfort/relaxation	594	18.1%
Cost of parking downtown	1,234	37.5%
Environmentally responsible	1,108	33.7%
Only transportation available	980	29.8%
Other	277	8.4%
TOTAL RIDERS	3,282	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	1,241	37.8%
Bicycle	373	11.3%
Private bus	0	0.0%
Walking	703	21.4%
Other MBTA service unspec.	475	14.4%
MBTA Bus	12	0.3%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	95	2.8%
Would not make trip	184	5.6%
Taxicab	89	2.7%
Get a ride	21	0.6%
Move	7	0.2%
Change job/quit job	0	0.0%
Don't know	22	0.6%
Other	55	1.6%
TOTAL RIDERS	3,282	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Park Street** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	751	42.8%	42.8%
Home-based School	96	5.4%	48.3%
Home-based Shopping	172	9.8%	58.1%
Home-based Social Activity	57	3.2%	61.4%
Home-based Personal Business	145	8.2%	69.7%
Home-based Other	62	3.5%	73.2%
Work-based	369	21.0%	94.2%
Non Home or Work-based	101	5.7%	100.0%
TOTAL	1,753	100.0%	100.0%
No Answer	26		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	1,275	71.6%
Speed/Travel time	776	43.5%
Comfort/relaxation	241	13.5%
Cost of parking downtown	768	43.1%
Environmentally responsible	532	29.9%
Only transportation available	492	27.6%
Other	110	6.2%
TOTAL RIDERS	1,780	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	742	41.7%
Bicycle	89	5.0%
Private bus	0	0.0%
Walking	238	13.3%
Other MBTA service unspec.	316	17.7%
MBTA Bus	36	2.0%
MBTA Commuter rail	5	0.3%
MBTA Ferry	0	0.0%
Carpool/vanpool	54	3.0%
Would not make trip	215	12.0%
Taxicab	46	2.6%
Get a ride	16	0.9%
Move	0	0.0%
Change job/quit job	0	0.0%
Don't know	5	0.3%
Other	11	0.6%
TOTAL RIDERS	1,780	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

CTPS
8/29/97

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Downtown Crossing** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,235	35.6%	35.6%
Home-based School	87	2.5%	38.1%
Home-based Shopping	644	18.5%	56.7%
Home-based Social Activity	29	0.8%	57.5%
Home-based Personal Business	315	9.0%	66.6%
Home-based Other	88	2.5%	69.2%
Work-based	754	21.7%	90.9%
Non Home or Work-based	315	9.0%	100.0%
TOTAL	3,467	100.0%	100.0%
No Answer	284		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	2,416	64.3%
Speed/Travel time	1,284	34.2%
Comfort/relaxation	540	14.4%
Cost of parking downtown	1,786	47.6%
Environmentally responsible	1,055	28.1%
Only transportation available	1,109	29.5%
Other	186	4.9%
TOTAL RIDERS	3,752	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	1,527	40.7%
Bicycle	253	6.7%
Private bus	138	3.6%
Walking	336	8.9%
Other MBTA service unspec.	753	20.0%
MBTA Bus	0	0.0%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	152	4.0%
Would not make trip	437	11.6%
Taxicab	55	1.4%
Get a ride	28	0.7%
Move	0	0.0%
Change job/quit job	0	0.0%
Don't know	14	0.3%
Other	54	1.4%
TOTAL RIDERS	3,752	

Note: Percent of riders may total to more than 100 percent due to multiple responses.

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **South Station** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	3,330	56.2%	56.3%
Home-based School	321	5.4%	61.7%
Home-based Shopping	67	1.1%	62.8%
Home-based Social Activity	181	3.0%	65.9%
Home-based Personal Business	277	4.6%	70.6%
Home-based Other	116	1.9%	72.5%
Work-based	1,389	23.4%	96.0%
Non Home or Work-based	235	3.9%	100.0%
TOTAL	5,916	100.0%	100.0%
No Answer	119		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	4,179	69.2%
Speed/Travel time	1,982	32.8%
Comfort/relaxation	1,813	30.0%
Cost of parking downtown	2,432	40.2%
Environmentally responsible	2,213	36.6%
Only transportation available	1,454	24.1%
Other	562	9.3%
TOTAL RIDERS	6,035	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	2,975	49.3%
Bicycle	256	4.2%
Private bus	104	1.7%
Walking	485	8.0%
Other MBTA service unspec.	957	15.8%
MBTA Bus	13	0.2%
MBTA Commuter rail	32	0.5%
MBTA Ferry	20	0.3%
Carpool/vanpool	268	4.4%
Would not make trip	521	8.6%
Taxicab	219	3.6%
Get a ride	32	0.5%
Move	23	0.3%
Change job/quit job	4	0.0%
Don't know	23	0.3%
Other	99	1.6%
TOTAL RIDERS	6,035	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Broadway** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	845	61.6%	61.6%
Home-based School	88	6.4%	68.1%
Home-based Shopping	28	2.0%	70.1%
Home-based Social Activity	42	3.0%	73.2%
Home-based Personal Business	120	8.7%	81.9%
Home-based Other	8	0.5%	82.5%
Work-based	195	14.2%	96.7%
Non Home or Work-based	45	3.2%	100.0%
TOTAL	1,371	100.0%	100.0%
No Answer	58		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	817	57.2%
Speed/Travel time	340	23.8%
Comfort/relaxation	88	6.1%
Cost of parking downtown	387	27.0%
Environmentally responsible	221	15.4%
Only transportation available	611	42.7%
Other	145	10.1%
TOTAL RIDERS	1,429	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	428	29.9%
Bicycle	79	5.5%
Private bus	0	0.0%
Walking	214	14.9%
Other MBTA service unspec.	342	23.9%
MBTA Bus	5	0.4%
MBTA Commuter rail	0	0.0%
MBTA Ferry	10	0.7%
Carpool/vanpool	93	6.5%
Would not make trip	112	7.8%
Taxicab	54	3.8%
Get a ride	36	2.5%
Move	0	0.0%
Change job/quit job	2	0.2%
Don't know	10	0.7%
Other	39	2.7%
TOTAL RIDERS	1,429	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Andrew** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,653	72.2%	72.2%
Home-based School	171	7.4%	79.7%
Home-based Shopping	85	3.7%	83.4%
Home-based Social Activity	133	5.8%	89.2%
Home-based Personal Business	56	2.4%	91.7%
Home-based Other	23	1.0%	92.7%
Work-based	134	5.8%	98.6%
Non Home or Work-based	33	1.4%	100.0%
TOTAL	2,288	100.0%	100.0%
No Answer	168		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	1,482	60.4%
Speed/Travel time	684	27.8%
Comfort/relaxation	193	7.8%
Cost of parking downtown	847	34.5%
Environmentally responsible	555	22.6%
Only transportation available	992	40.4%
Other	144	5.8%
TOTAL RIDERS	2,454	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	828	33.7%
Bicycle	94	3.8%
Private bus	18	0.7%
Walking	335	13.6%
Other MBTA service unspec.	609	24.8%
MBTA Bus	54	2.2%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	125	5.0%
Would not make trip	216	8.8%
Taxicab	58	2.3%
Get a ride	45	1.8%
Move	0	0.0%
Change job/quit job	6	0.2%
Don't know	18	0.7%
Other	41	1.6%
TOTAL RIDERS	2,454	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **JFK/UMass** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,862	55.2%	55.2%
Home-based School	783	23.2%	78.5%
Home-based Shopping	98	2.9%	81.4%
Home-based Social Activity	72	2.1%	83.5%
Home-based Personal Business	87	2.5%	86.1%
Home-based Other	56	1.6%	87.7%
Work-based	300	8.8%	96.6%
Non Home or Work-based	113	3.3%	100.0%
TOTAL	3,371	100.0%	100.0%
No Answer	60		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	2,253	65.6%
Speed/Travel time	1,015	29.5%
Comfort/relaxation	428	12.4%
Cost of parking downtown	1,231	35.8%
Environmentally responsible	862	25.1%
Only transportation available	1,410	41.1%
Other	324	9.4%
TOTAL RIDERS	3,430	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	1,315	38.3%
Bicycle	215	6.2%
Private bus	56	1.6%
Walking	117	3.4%
Other MBTA service unspec.	903	26.3%
MBTA Bus	63	1.8%
MBTA Commuter rail	10	0.3%
MBTA Ferry	0	0.0%
Carpool/vanpool	165	4.8%
Would not make trip	412	12.0%
Taxicab	0	0.0%
Get a ride	42	1.2%
Move	8	0.2%
Change job/quit job	8	0.2%
Don't know	0	0.0%
Other	111	3.2%
TOTAL RIDERS	3,430	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

CTPS
8/28/97

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Savin Hill** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	898	76.2%	76.3%
Home-based School	82	6.9%	83.3%
Home-based Shopping	41	3.4%	86.7%
Home-based Social Activity	25	2.1%	88.9%
Home-based Personal Business	104	8.8%	97.7%
Home-based Other	5	0.4%	98.1%
Work-based	17	1.4%	99.6%
Non Home or Work-based	5	0.4%	100.0%
TOTAL	1,177	100.0%	100.0%
No Answer	24		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	891	74.2%
Speed/Travel time	404	33.7%
Comfort/relaxation	105	8.7%
Cost of parking downtown	503	41.8%
Environmentally responsible	328	27.3%
Only transportation available	409	34.1%
Other	88	7.3%
TOTAL RIDERS	1,200	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	492	41.0%
Bicycle	61	5.1%
Private bus	16	1.4%
Walking	94	7.8%
Other MBTA service unspec.	252	21.0%
MBTA Bus	31	2.6%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	60	5.0%
Would not make trip	84	7.0%
Taxicab	36	3.0%
Get a ride	36	3.0%
Move	5	0.4%
Change job/quit job	0	0.0%
Don't know	9	0.7%
Other	18	1.5%
TOTAL RIDERS	1,200	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Fields Corner** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	1,899	63.0%	63.0%
Home-based School	337	11.1%	74.2%
Home-based Shopping	130	4.3%	78.5%
Home-based Social Activity	115	3.8%	82.3%
Home-based Personal Business	188	6.2%	88.6%
Home-based Other	71	2.3%	90.9%
Work-based	180	5.9%	96.9%
Non Home or Work-based	94	3.1%	100.0%
TOTAL	3,014	100.0%	100.0%
No Answer	52		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	1,792	58.4%
Speed/Travel time	778	25.3%
Comfort/relaxation	243	7.9%
Cost of parking downtown	1,000	32.6%
Environmentally responsible	525	17.1%
Only transportation available	1,314	42.8%
Other	202	6.6%
TOTAL RIDERS	3,065	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	1,027	33.5%
Bicycle	162	5.2%
Private bus	37	1.2%
Walking	192	6.2%
Other MBTA service unspec.	739	24.1%
MBTA Bus	27	0.9%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	203	6.6%
Would not make trip	265	8.6%
Taxicab	38	1.2%
Get a ride	117	3.8%
Move	12	0.3%
Change job/quit job	12	0.4%
Don't know	37	1.2%
Other	191	6.2%
TOTAL RIDERS	3,065	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Shawmut** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	972	81.1%	81.1%
Home-based School	93	7.7%	88.9%
Home-based Shopping	64	5.3%	94.2%
Home-based Social Activity	8	0.6%	94.9%
Home-based Personal Business	28	2.3%	97.2%
Home-based Other	33	2.7%	100.0%
Work-based	0	0.0%	100.0%
Non Home or Work-based	0	0.0%	100.0%
TOTAL	1,198	100.0%	100.0%
No Answer	0		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	809	67.6%
Speed/Travel time	366	30.5%
Comfort/relaxation	130	10.8%
Cost of parking downtown	592	49.4%
Environmentally responsible	429	35.9%
Only transportation available	339	28.3%
Other	96	8.0%
TOTAL RIDERS	1,197	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	636	53.1%
Bicycle	16	1.4%
Private bus	0	0.0%
Walking	17	1.4%
Other MBTA service unspec.	337	28.1%
MBTA Bus	18	1.5%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	62	5.2%
Would not make trip	45	3.7%
Taxicab	17	1.4%
Get a ride	7	0.6%
Move	8	0.7%
Change job/quit job	0	0.0%
Don't know	0	0.0%
Other	28	2.3%
TOTAL RIDERS	1,197	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Ashmont** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	2,913	75.3%	75.3%
Home-based School	308	7.9%	83.3%
Home-based Shopping	166	4.2%	87.6%
Home-based Social Activity	67	1.7%	89.3%
Home-based Personal Business	196	5.0%	94.4%
Home-based Other	67	1.7%	96.1%
Work-based	87	2.2%	98.4%
Non Home or Work-based	63	1.6%	100.0%
TOTAL	3,867	100.0%	100.0%
No Answer	79		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	2,265	57.3%
Speed/Travel time	951	24.0%
Comfort/relaxation	566	14.3%
Cost of parking downtown	1,488	37.7%
Environmentally responsible	982	24.8%
Only transportation available	1,538	38.9%
Other	263	6.6%
TOTAL RIDERS	3,947	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	1,486	37.6%
Bicycle	84	2.1%
Private bus	76	1.9%
Walking	147	3.7%
Other MBTA service unspec.	1,088	27.5%
MBTA Bus	42	1.0%
MBTA Commuter rail	23	0.5%
MBTA Ferry	0	0.0%
Carpool/vanpool	302	7.6%
Would not make trip	435	11.0%
Taxicab	34	0.8%
Get a ride	88	2.2%
Move	6	0.1%
Change job/quit job	5	0.1%
Don't know	19	0.4%
Other	104	2.6%
TOTAL RIDERS	3,947	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Ashmont** **Mattapan Trolley**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	30	21.8%	21.9%
Home-based School	18	13.1%	35.0%
Home-based Shopping	47	34.3%	69.3%
Home-based Social Activity	0	0.0%	69.3%
Home-based Personal Business	7	5.1%	74.5%
Home-based Other	0	0.0%	74.5%
Work-based	23	16.7%	91.2%
Non Home or Work-based	12	8.7%	100.0%
TOTAL	137	100.0%	100.0%
No Answer	5		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	86	60.3%
Speed/Travel time	12	8.7%
Comfort/relaxation	5	4.0%
Cost of parking downtown	33	23.3%
Environmentally responsible	51	36.0%
Only transportation available	83	58.2%
Other	6	4.6%
TOTAL RIDERS	142	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	21	15.2%
Bicycle	0	0.0%
Private bus	17	12.1%
Walking	18	12.8%
Other MBTA service unspec.	48	34.2%
MBTA Bus	0	0.0%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	5	4.0%
Would not make trip	11	8.0%
Taxicab	6	4.6%
Get a ride	6	4.6%
Move	0	0.0%
Change job/quit job	0	0.0%
Don't know	0	0.0%
Other	5	4.0%
TOTAL RIDERS	142	

Note: Percent of riders may total to more than 100 percent due to multiple responses.

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Cedar Grove** **Mattapan Trolley**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	118	75.6%	75.6%
Home-based School	0	0.0%	75.6%
Home-based Shopping	7	4.4%	80.1%
Home-based Social Activity	7	4.4%	84.6%
Home-based Personal Business	24	15.3%	100.0%
Home-based Other	0	0.0%	100.0%
Work-based	0	0.0%	100.0%
Non Home or Work-based	0	0.0%	100.0%
TOTAL	156	100.0%	100.0%
No Answer	0		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	114	73.8%
Speed/Travel time	25	16.0%
Comfort/relaxation	24	15.4%
Cost of parking downtown	46	29.9%
Environmentally responsible	29	18.7%
Only transportation available	66	42.7%
Other	0	0.0%
TOTAL RIDERS	155	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	59	38.4%
Bicycle	5	3.7%
Private bus	0	0.0%
Walking	0	0.0%
Other MBTA service unspec.	36	23.5%
MBTA Bus	0	0.0%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	23	15.0%
Would not make trip	18	11.6%
Taxicab	5	3.7%
Get a ride	0	0.0%
Move	0	0.0%
Change job/quit job	0	0.0%
Don't know	5	3.7%
Other	0	0.0%
TOTAL RIDERS	155	

Note: Percent of riders may total to more than 100 percent due to multiple responses.

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Butler** **Mattapan Trolley**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	70	58.3%	58.3%
Home-based School	12	10.0%	68.3%
Home-based Shopping	18	15.0%	83.3%
Home-based Social Activity	7	5.8%	89.2%
Home-based Personal Business	0	0.0%	89.2%
Home-based Other	13	10.8%	100.0%
Work-based	0	0.0%	100.0%
Non Home or Work-based	0	0.0%	100.0%
TOTAL	120	100.0%	100.0%
No Answer	5		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	90	72.1%
Speed/Travel time	29	23.7%
Comfort/relaxation	18	14.4%
Cost of parking downtown	42	33.6%
Environmentally responsible	54	42.9%
Only transportation available	58	46.4%
Other	12	9.9%
TOTAL RIDERS	125	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	59	46.9%
Bicycle	0	0.0%
Private bus	0	0.0%
Walking	11	9.2%
Other MBTA service unspec.	5	4.6%
MBTA Bus	0	0.0%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	23	18.5%
Would not make trip	25	20.5%
Taxicab	0	0.0%
Get a ride	0	0.0%
Move	0	0.0%
Change job/quit job	0	0.0%
Don't know	0	0.0%
Other	0	0.0%
TOTAL RIDERS	125	

Note: Percent of riders may total to more than 100 percent due to multiple responses.

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Milton** **Mattapan Trolley**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	316	72.4%	72.5%
Home-based School	18	4.1%	76.6%
Home-based Shopping	13	2.9%	79.6%
Home-based Social Activity	16	3.6%	83.3%
Home-based Personal Business	19	4.3%	87.6%
Home-based Other	0	0.0%	87.6%
Work-based	31	7.1%	94.7%
Non Home or Work-based	23	5.2%	100.0%
TOTAL	436	100.0%	100.0%
No Answer	0		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	289	66.3%
Speed/Travel time	118	27.1%
Comfort/relaxation	65	15.1%
Cost of parking downtown	206	47.3%
Environmentally responsible	122	28.1%
Only transportation available	193	44.3%
Other	40	9.2%
TOTAL RIDERS	435	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	194	44.5%
Bicycle	11	2.6%
Private bus	5	1.3%
Walking	18	4.1%
Other MBTA service unspec.	88	20.2%
MBTA Bus	0	0.0%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	40	9.3%
Would not make trip	57	13.2%
Taxicab	0	0.0%
Get a ride	12	2.8%
Move	0	0.0%
Change job/quit job	0	0.0%
Don't know	0	0.0%
Other	6	1.5%
TOTAL RIDERS	435	

Note: Percent of riders may total to more than 100 percent due to multiple responses.

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Central Avenue** **Mattapan Trolley**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	265	70.4%	70.5%
Home-based School	40	10.6%	81.1%
Home-based Shopping	36	9.5%	90.7%
Home-based Social Activity	17	4.5%	95.2%
Home-based Personal Business	12	3.1%	98.4%
Home-based Other	0	0.0%	98.4%
Work-based	0	0.0%	98.4%
Non Home or Work-based	6	1.5%	100.0%
TOTAL	376	100.0%	100.0%
No Answer	5		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	233	61.1%
Speed/Travel time	101	26.6%
Comfort/relaxation	57	15.0%
Cost of parking downtown	145	38.0%
Environmentally responsible	91	24.0%
Only transportation available	152	39.9%
Other	45	11.8%
TOTAL RIDERS	381	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	163	42.7%
Bicycle	5	1.5%
Private bus	0	0.0%
Walking	39	10.2%
Other MBTA service unspec.	89	23.3%
MBTA Bus	0	0.0%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	11	3.0%
Would not make trip	30	8.0%
Taxicab	0	0.0%
Get a ride	6	1.7%
Move	5	1.5%
Change job/quit job	0	0.0%
Don't know	11	3.0%
Other	17	4.5%
TOTAL RIDERS	381	

Note: Percent of riders may total to more than 100 percent due to multiple responses.

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Valley Road** **Mattapan Trolley**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	65	100.0%	100.0%
Home-based School	0	0.0%	100.0%
Home-based Shopping	0	0.0%	100.0%
Home-based Social Activity	0	0.0%	100.0%
Home-based Personal Business	0	0.0%	100.0%
Home-based Other	0	0.0%	100.0%
Work-based	0	0.0%	100.0%
Non Home or Work-based	0	0.0%	100.0%
TOTAL	65	100.0%	100.0%
No Answer	0		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	41	64.2%
Speed/Travel time	17	26.9%
Comfort/relaxation	23	35.9%
Cost of parking downtown	41	64.0%
Environmentally responsible	29	44.7%
Only transportation available	17	26.7%
Other	5	8.9%
TOTAL RIDERS	64	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	40	62.7%
Bicycle	0	0.0%
Private bus	0	0.0%
Walking	0	0.0%
Other MBTA service unspec.	18	28.2%
MBTA Bus	0	0.0%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	0	0.0%
Would not make trip	0	0.0%
Taxicab	0	0.0%
Get a ride	0	0.0%
Move	0	0.0%
Change job/quit job	0	0.0%
Don't know	0	0.0%
Other	5	8.9%
TOTAL RIDERS	64	

Note: Percent of riders may total to more than 100 percent due to multiple responses.

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Capen Street** **Mattapan Trolley**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	117	75.9%	76.0%
Home-based School	13	8.4%	84.4%
Home-based Shopping	12	7.7%	92.2%
Home-based Social Activity	0	0.0%	92.2%
Home-based Personal Business	12	7.7%	100.0%
Home-based Other	0	0.0%	100.0%
Work-based	0	0.0%	100.0%
Non Home or Work-based	0	0.0%	100.0%
TOTAL	154	100.0%	100.0%
No Answer	0		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	104	68.8%
Speed/Travel time	40	26.7%
Comfort/relaxation	17	11.4%
Cost of parking downtown	81	53.6%
Environmentally responsible	52	34.3%
Only transportation available	47	31.0%
Other	5	3.8%
TOTAL RIDERS	152	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	58	38.3%
Bicycle	0	0.0%
Private bus	0	0.0%
Walking	0	0.0%
Other MBTA service unspec.	23	15.2%
MBTA Bus	0	0.0%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	29	19.0%
Would not make trip	23	15.2%
Taxicab	0	0.0%
Get a ride	6	4.3%
Move	0	0.0%
Change job/quit job	0	0.0%
Don't know	5	3.8%
Other	5	3.8%
TOTAL RIDERS	152	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Mattapan** **Mattapan Trolley**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	698	70.7%	70.7%
Home-based School	101	10.2%	81.0%
Home-based Shopping	68	6.8%	87.8%
Home-based Social Activity	0	0.0%	87.8%
Home-based Personal Business	55	5.5%	93.4%
Home-based Other	13	1.3%	94.7%
Work-based	28	2.8%	97.6%
Non Home or Work-based	24	2.4%	100.0%
TOTAL	987	100.0%	100.0%
No Answer	74		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	518	48.8%
Speed/Travel time	260	24.5%
Comfort/relaxation	94	8.8%
Cost of parking downtown	285	26.9%
Environmentally responsible	111	10.4%
Only transportation available	469	44.1%
Other	71	6.7%
TOTAL RIDERS	1,061	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	283	26.7%
Bicycle	5	0.5%
Private bus	21	2.0%
Walking	49	4.6%
Other MBTA service unspec.	392	37.0%
MBTA Bus	0	0.0%
MBTA Commuter rail	0	0.0%
MBTA Ferry	0	0.0%
Carpool/vanpool	55	5.2%
Would not make trip	104	9.8%
Taxicab	0	0.0%
Get a ride	13	1.2%
Move	5	0.5%
Change job/quit job	0	0.0%
Don't know	0	0.0%
Other	128	12.0%
TOTAL RIDERS	1,061	

Note: Percent of riders may total to more than 100 percent due to multiple responses.

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **North Quincy** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	3,255	77.9%	78.0%
Home-based School	272	6.5%	84.5%
Home-based Shopping	122	2.9%	87.4%
Home-based Social Activity	64	1.5%	88.9%
Home-based Personal Business	174	4.1%	93.1%
Home-based Other	52	1.2%	94.3%
Work-based	181	4.3%	98.7%
Non Home or Work-based	55	1.3%	100.0%
TOTAL	4,175	100.0%	100.0%
No Answer	68		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	2,617	61.6%
Speed/Travel time	1,359	32.0%
Comfort/relaxation	494	11.6%
Cost of parking downtown	2,495	58.7%
Environmentally responsible	1,077	25.3%
Only transportation available	1,023	24.1%
Other	268	6.3%
TOTAL RIDERS	4,244	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	2,205	51.9%
Bicycle	48	1.1%
Private bus	41	0.9%
Walking	137	3.2%
Other MBTA service unspec.	674	15.8%
MBTA Bus	30	0.7%
MBTA Commuter rail	17	0.4%
MBTA Ferry	23	0.5%
Carpool/vanpool	455	10.7%
Would not make trip	381	8.9%
Taxicab	15	0.3%
Get a ride	62	1.4%
Move	5	0.1%
Change job/quit job	17	0.4%
Don't know	23	0.5%
Other	102	2.4%
TOTAL RIDERS	4,244	

Note: Percent of riders may total to more than 100 percent due to multiple responses.

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MBTA Rapid Transit

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Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Wollaston** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	2,625	84.0%	84.1%
Home-based School	164	5.2%	89.3%
Home-based Shopping	79	2.5%	91.9%
Home-based Social Activity	51	1.6%	93.5%
Home-based Personal Business	145	4.6%	98.1%
Home-based Other	8	0.2%	98.4%
Work-based	35	1.1%	99.5%
Non Home or Work-based	15	0.4%	100.0%
TOTAL	3,122	100.0%	100.0%
No Answer	93		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	2,160	67.1%
Speed/Travel time	1,117	34.7%
Comfort/relaxation	528	16.4%
Cost of parking downtown	1,809	56.2%
Environmentally responsible	980	30.4%
Only transportation available	666	20.7%
Other	217	6.7%
TOTAL RIDERS	3,214	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	1,827	56.8%
Bicycle	5	0.1%
Private bus	63	1.9%
Walking	58	1.8%
Other MBTA service unspec.	515	16.0%
MBTA Bus	5	0.1%
MBTA Commuter rail	0	0.0%
MBTA Ferry	10	0.3%
Carpool/vanpool	315	9.8%
Would not make trip	277	8.6%
Taxicab	6	0.2%
Get a ride	43	1.3%
Move	10	0.3%
Change job/quit job	0	0.0%
Don't know	5	0.1%
Other	70	2.1%
TOTAL RIDERS	3,214	

Note: Percent of riders may total to more than 100 percent due to multiple responses.

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Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Quincy Center** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	4,311	78.6%	78.7%
Home-based School	339	6.1%	84.9%
Home-based Shopping	161	2.9%	87.8%
Home-based Social Activity	84	1.5%	89.4%
Home-based Personal Business	226	4.1%	93.5%
Home-based Other	36	0.6%	94.1%
Work-based	225	4.1%	98.2%
Non Home or Work-based	96	1.7%	100.0%
TOTAL	5,478	100.0%	100.0%
No Answer	130		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	3,458	61.6%
Speed/Travel time	1,528	27.2%
Comfort/relaxation	967	17.2%
Cost of parking downtown	2,392	42.6%
Environmentally responsible	1,608	28.6%
Only transportation available	1,743	31.0%
Other	521	9.2%
TOTAL RIDERS	5,609	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	2,370	42.2%
Bicycle	69	1.2%
Private bus	249	4.4%
Walking	119	2.1%
Other MBTA service unspec.	1,007	17.9%
MBTA Bus	28	0.5%
MBTA Commuter rail	0	0.0%
MBTA Ferry	98	1.7%
Carpool/vanpool	589	10.5%
Would not make trip	692	12.3%
Taxicab	45	0.8%
Get a ride	71	1.2%
Move	37	0.6%
Change job/quit job	6	0.1%
Don't know	59	1.0%
Other	164	2.9%
TOTAL RIDERS	5,609	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

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MBTA Rapid Transit

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Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Quincy Adams** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	2,592	85.3%	85.3%
Home-based School	114	3.7%	89.1%
Home-based Shopping	42	1.3%	90.5%
Home-based Social Activity	48	1.5%	92.0%
Home-based Personal Business	95	3.1%	95.2%
Home-based Other	57	1.8%	97.0%
Work-based	87	2.8%	99.9%
Non Home or Work-based	3	0.0%	100.0%
TOTAL	3,038	100.0%	100.0%
No Answer	64		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	1,810	58.3%
Speed/Travel time	991	31.9%
Comfort/relaxation	507	16.3%
Cost of parking downtown	2,118	68.2%
Environmentally responsible	820	26.4%
Only transportation available	255	8.2%
Other	366	11.8%
TOTAL RIDERS	3,102	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	1,963	63.2%
Bicycle	28	0.9%
Private bus	310	10.0%
Walking	11	0.3%
Other MBTA service unspec.	324	10.4%
MBTA Bus	20	0.6%
MBTA Commuter rail	20	0.6%
MBTA Ferry	89	2.8%
Carpool/vanpool	169	5.4%
Would not make trip	128	4.1%
Taxicab	0	0.0%
Get a ride	7	0.2%
Move	0	0.0%
Change job/quit job	6	0.2%
Don't know	10	0.3%
Other	11	0.3%
TOTAL RIDERS	3,102	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

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MBTA Rapid Transit

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Trip Purpose, Reasons for Using Rapid Transit and Alternate Means

Station: **Braintree** **Red Line**

Expanded Results

Trip Purposes

	Number of Riders	Percent of Riders	Cumulative Percentage
Home-based Work	2,494	89.8%	89.8%
Home-based School	95	3.4%	93.2%
Home-based Shopping	21	0.7%	94.0%
Home-based Social Activity	27	0.9%	95.0%
Home-based Personal Business	64	2.3%	97.3%
Home-based Other	29	1.0%	98.3%
Work-based	35	1.2%	99.6%
Non Home or Work-based	12	0.4%	100.0%
TOTAL	2,777	100.0%	100.0%
No Answer	15		

Reasons for Using Rapid Transit

	Number of Riders	Percent of Riders*
Convenience	1,696	60.7%
Speed/Travel time	833	29.8%
Comfort/relaxation	473	16.9%
Cost of parking downtown	1,533	54.9%
Environmentally responsible	640	22.9%
Only transportation available	428	15.3%
Other	287	10.3%
TOTAL RIDERS	2,791	

Alternate Means of Transportation

	Number of Riders	Percent of Riders*
Drive alone	1,560	55.9%
Bicycle	8	0.3%
Private bus	300	10.7%
Walking	11	0.4%
Other MBTA service unspec.	333	11.9%
MBTA Bus	11	0.4%
MBTA Commuter rail	5	0.2%
MBTA Ferry	11	0.4%
Carpool/vanpool	318	11.4%
Would not make trip	132	4.7%
Taxicab	0	0.0%
Get a ride	28	1.0%
Move	2	0.1%
Change job/quit job	5	0.2%
Don't know	22	0.8%
Other	36	1.3%
TOTAL RIDERS	2,791	

**Note: Percent of riders may total to more than 100 percent due to multiple responses.*

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5. Exits from the Rapid Transit System

These tables show, for passengers boarding at each Red Line station, the number who exited at all the other stations in the system. The results are organized geographically by line with stations in order from north to south. Both the number of passengers and the percent of total boarding passengers are shown for each exiting station. These tables, then, show how people who boarded at Red Line stations were distributed through the entire system.

It is important to note that the "Number of Riders" column shows the number of passengers who exited the system at that station, not the number of passengers who alighted from the train. Therefore the "Number of Riders" figures for Park Street and Downtown Crossing are smaller than the number of people who alighted from trains there, because many people transferred to other lines. Those transfers are shown in the third column, "Transfers from." The figures in this column should be read as the number who transferred from the line under which the figure is listed at the station beside which the figure is listed. It can generally be assumed that people who transferred from the Red Line at Park Street were transferring to the Green Line, and likewise to the Orange Line at Downtown Crossing. However, the total number of exits on the lines transferred to will not necessarily equal the number of transfers from, because some of those people transferred again; for example, some people transferred from the Red to the Green at Park Street and then to the Blue Line at Government Center. These passengers would show up as Blue Line exits rather than Green Line exits.

It is also important to remember that the origin-destination information contained in these tables reflects travel only between 6:00 A.M. and 3:30 P.M. Therefore, these tables portray, for most people, the first half of a round trip. They can also be interpreted as source stations for passengers exiting at these Red Line stations after 3:30 P.M., assuming that most passengers reverse their trip in the evening.

OVERVIEW OF RESULTS

Northern Segment

Since there are so many stations in the system, it is difficult to summarize the way Red Line passengers are distributed. Because the Red Line serves the heart of the downtown area and major trip attractors in Cambridge (Harvard and Kendall), the vast majority of boarding passengers have no need to transfer to

other lines. For all Northern Segment stations, roughly three-quarters of trips that began on the Red Line also ended on the Red Line. Almost all of the trips that did not end on the Red Line ended on the Green Line.

Central Segment

Roughly 85% of passengers boarding the Red Line at Central Segment stations ended their trip on the Red Line.[7] Broadway is noticeably lower than the others, at 72%, as 14% transfer to the Green Line and 11% transfer to the Orange Line. The percentages of Red Line exits are so high at the downtown stations becuase of the proximity of the other lines. That is, if someone is near South Station but wants to get to a destination on the Orange Line, that person is more likely to walk to Downtown Crossing and board the Orange Line, than to board the Red Line at South Station and transfer.

Dorchester Branch

In general, Dorchester Branch passengers were somewhat more likely to transfer than riders boarding on the Northern and Central segments, mostly to the Orange and Green Lines. Of course, most of the passengers on the Mattapan Trolley transferred to the Red Line, and most of them also ended their trip on the Red Line.

South Shore Branch

Among people boarding at South Shore Branch stations, between 66% and 74% exited the system from the Red Line, with South Station the most common exit point. Transfers were split between the Orange and Green lines, with a slight majority going to the Green Line.

[7]The tables for Downtown Crossing and Park Street in this chapter include only passengers boarding the Red Line from outside the system. See the Orange Line report (bound separately) for the distribution of passengers boarding the Orange Line at Downtown Crossing and the Green Line report for Green Line passengers at Park Street.

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Exits from the Rapid Transit System

Boarding Station: **Alewife** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	52	0.7%	
Porter	63	0.9%	
Harvard	549	7.7%	
Central	220	3.1%	
Kendall	878	12.3%	
Charles	406	5.7%	
Park Street	842	11.8%	1,387
Downtown Crossing	1,106	15.5%	308
South Station	1,082	15.2%	
Broadway	30	0.4%	
Andrew	4	0.1%	
JFK/UMass	84	1.2%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	8	0.1%	6
North Quincy	57	0.8%	
Wollaston	0	0.0%	
Quincy Center	25	0.4%	
Quincy Adams	0	0.0%	
Braintree	13	0.2%	
TOTAL	5,421	76.2%	

Green Line	Number of Riders	Percent of Riders	Transfers from
Lechmere	7	0.1%	
Science Park	10	0.1%	
North Station	34	0.5%	
Haymarket	41	0.6%	
Government Center	182	2.6%	108
Park Street	0	0.0%	
Boylston	109	1.5%	
Arlington	304	4.3%	
Copley	186	2.6%	
Hynes Conv. Ctr.	63	0.9%	
Kenmore	35	0.5%	
B Blandford–Babcock	79	1.1%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	10	0.1%	
C Brandon–Cleveland Cir.	11	0.2%	
D Fenway–Longwood	42	0.6%	
D Brook. Vill.–Brook. Hills	20	0.3%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	4	0.1%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	41	0.6%	
E Northeastern–Museum	22	0.3%	
E Long. Med. –Brig Cir.	45	0.6%	
E Fenwood Rd.–Heath	8	0.1%	
TOTAL	1,252	17.6%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	7	0.1%	
Malden Center	8	0.1%	
Wellington	7	0.1%	
Sullivan Square	0	0.0%	
Community College	3	0.0%	
North Station	19	0.3%	
Haymarket	13	0.2%	
State	68	1.0%	22
Downtown Crossing	0	0.0%	
Chinatown	14	0.2%	
New Eng. Med. Cent.	23	0.3%	
Back Bay	70	1.0%	
Mass. Ave.	11	0.2%	
Ruggles	19	0.3%	
Roxbury Crossing	8	0.1%	
Jackson Square	4	0.1%	
Stony Brook	0	0.0%	
Green	17	0.2%	
Forest Hills	19	0.3%	
TOTAL	309	4.3%	

Blue Line	Number of Riders	Percent of Riders	Transfers from
Wonderland	0	0.0%	
Revere Beach	7	0.1%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	58	0.8%	
Maverick	4	0.1%	
Aquarium	54	0.8%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	8	0.1%	
TOTAL	130	1.8%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers from
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	6	0.1%	
TOTAL	6	0.1%	

Total All Exits	7,118	100.0%
Unknown Exits	0	

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Exits from the Rapid Transit System

Boarding Station: **Davis** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	138	2.0%	
Davis	0	0.0%	
Porter	102	1.5%	
Harvard	1,076	15.6%	
Central	360	5.2%	
Kendall	1,023	14.8%	
Charles	366	5.3%	
Park Street	736	10.6%	1,384
Downtown Crossing	607	8.8%	242
South Station	606	8.8%	
Broadway	38	0.5%	
Andrew	14	0.2%	
JFK/UMass	116	1.7%	
Savin Hill	0	0.0%	
Fields Corner	8	0.1%	
Shawmut	0	0.0%	
Ashmont	5	0.1%	
North Quincy	43	0.6%	
Wollaston	0	0.0%	
Quincy Center	34	0.5%	
Quincy Adams	9	0.1%	
Braintree	9	0.1%	
TOTAL	5,290	76.5%	

Green Line			
Lechmere	9	0.1%	
Science Park	14	0.2%	
North Station	39	0.6%	
Haymarket	27	0.4%	
Government Center	94	1.4%	60
Park Street	0	0.0%	
Boylston	60	0.9%	
Arlington	291	4.2%	
Copley	205	3.0%	
Hynes Conv. Ctr.	46	0.7%	
Kenmore	52	0.8%	
B Blandford–Babcock	118	1.7%	
B Pack. Cor.–Warren St.	9	0.1%	
B Summit Ave.–BC	5	0.1%	
C St. Mary's–Winchester	31	0.4%	
C Brandon–Cleveland Cir.	9	0.1%	
D Fenway–Longwood	38	0.5%	
D Brook. Vill.–Brook. Hills	17	0.2%	
D Beaconsfield–Ches. Hill	9	0.1%	
D Newton Centre–Eliot	18	0.3%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	34	0.5%	
E Northeastern–Museum	47	0.7%	
E Long. Med. –Brig Cir.	127	1.8%	
E Fenwood Rd.–Heath	13	0.2%	
TOTAL	1,311	19.0%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	4	0.1%	
Haymarket	9	0.1%	
State	31	0.4%	5
Downtown Crossing	0	0.0%	
Chinatown	9	0.1%	
New Eng. Med. Cent.	38	0.5%	
Back Bay	71	1.0%	
Mass. Ave.	8	0.1%	
Ruggles	42	0.6%	
Roxbury Crossing	4	0.1%	
Jackson Square	4	0.1%	
Stony Brook	9	0.1%	
Green	4	0.1%	
Forest Hills	13	0.2%	
TOTAL	247	3.6%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	4	0.1%	
Beachmont	5	0.1%	
Suffolk Downs	4	0.1%	
Orient Heights	9	0.1%	
Wood Island	0	0.0%	
Airport	29	0.4%	
Maverick	9	0.1%	
Aquarium	4	0.1%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	65	0.9%	

Mattapan High Speed Line		
Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Exits	6,912	100.0%
Unknown Exits	9	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Porter** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	151	1.8%	
Davis	91	1.1%	
Porter	0	0.0%	
Harvard	1,020	12.4%	
Central	401	4.9%	
Kendall	1,636	19.9%	
Charles	362	4.4%	
Park Street	857	10.4%	1,390
Downtown Crossing	819	9.9%	333
South Station	858	10.4%	
Broadway	89	1.1%	
Andrew	19	0.2%	
JFK/UMass	92	1.1%	
Savin Hill	0	0.0%	
Fields Corner	11	0.1%	
Shawmut	0	0.0%	
Ashmont	17	0.2%	9
North Quincy	57	0.7%	
Wollaston	0	0.0%	
Quincy Center	5	0.1%	
Quincy Adams	19	0.2%	
Braintree	13	0.2%	
TOTAL	6,516	79.1%	

Green Line	Number of Riders	Percent of Riders	Transfers from
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	35	0.4%	
Haymarket	60	0.7%	
Government Center	121	1.5%	61
Park Street	0	0.0%	
Boylston	62	0.8%	
Arlington	279	3.4%	
Copley	186	2.3%	
Hynes Conv. Ctr.	66	0.8%	
Kenmore	66	0.8%	
B Blandford–Babcock	89	1.1%	
B Pack. Cor.–Warren St.	12	0.1%	
B Summit Ave.–BC	13	0.2%	
C St. Mary's–Winchester	43	0.5%	
C Brandon–Cleveland Cir.	9	0.1%	
D Fenway–Longwood	79	1.0%	
D Brook. Vill.–Brook. Hills	11	0.1%	
D Beaconsfield–Ches. Hill	17	0.2%	
D Newton Centre–Eliot	5	0.1%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	48	0.6%	
E Northeastern–Museum	51	0.6%	
E Long. Med. –Brig Cir.	66	0.8%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	1,316	16.0%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	19	0.2%	
Sullivan Square	5	0.1%	
Community College	31	0.4%	
North Station	7	0.1%	
Haymarket	0	0.0%	
State	24	0.3%	12
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	43	0.5%	
Back Bay	93	1.1%	
Mass. Ave.	11	0.1%	
Ruggles	37	0.4%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	6	0.1%	
Green	15	0.2%	
Forest Hills	36	0.4%	
TOTAL	327	4.0%	

Blue Line	Number of Riders	Percent of Riders
Wonderland	12	0.1%
Revere Beach	0	0.0%
Beachmont	0	0.0%
Suffolk Downs	0	0.0%
Orient Heights	0	0.0%
Wood Island	0	0.0%
Airport	48	0.6%
Maverick	13	0.2%
Aquarium	0	0.0%
State	0	0.0%
Government Center	0	0.0%
Bowdoin	0	0.0%
TOTAL	73	0.9%

Mattapan High Speed Line	Number of Riders	Percent of Riders
Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	9	0.1%
TOTAL	9	0.1%

Total All Exits	8,241	100.0%
Unknown Exits	6	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Harvard** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	287	2.2%	
Davis	362	2.8%	
Porter	266	2.1%	
Harvard	0	0.0%	
Central	245	1.9%	
Kendall	1,524	11.8%	
Charles	1,129	8.8%	
Park Street	1,746	13.6%	2,664
Downtown Crossing	1,671	13.0%	765
South Station	1,375	10.7%	
Broadway	57	0.4%	
Andrew	59	0.5%	
JFK/UMass	296	2.3%	
Savin Hill	7	0.1%	
Fields Corner	29	0.2%	
Shawmut	7	0.1%	
Ashmont	44	0.3%	13
North Quincy	75	0.6%	
Wollaston	47	0.4%	
Quincy Center	119	0.9%	
Quincy Adams	35	0.3%	
Braintree	53	0.4%	
TOTAL	9,434	73.3%	

Green Line	Number of Riders	Percent of Riders	Transfers from
Lechmere	22	0.2%	
Science Park	7	0.1%	
North Station	130	1.0%	
Haymarket	126	1.0%	
Government Center	312	2.4%	149
Park Street	0	0.0%	
Boylston	107	0.8%	
Arlington	382	3.0%	
Copley	420	3.3%	
Hynes Conv. Ctr.	38	0.3%	
Kenmore	121	0.9%	
B Blandford–Babcock	123	1.0%	
B Pack. Cor.–Warren St.	31	0.2%	
B Summit Ave.–BC	36	0.3%	
C St. Mary's–Winchester	61	0.5%	
C Brandon–Cleveland Cir.	23	0.2%	
D Fenway–Longwood	125	1.0%	
D Brook. Vill.–Brook. Hills	73	0.6%	
D Beaconsfield–Ches. Hill	16	0.1%	
D Newton Centre–Eliot	25	0.2%	
D Waban–Riverside	13	0.1%	
E Prudential–Symphony	79	0.6%	
E Northeastern–Museum	116	0.9%	
E Long. Med. –Brig Cir.	76	0.6%	
E Fenwood Rd.–Heath	27	0.2%	
TOTAL	2,487	19.3%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	18	0.1%	
Malden Center	37	0.3%	
Wellington	43	0.3%	
Sullivan Square	7	0.1%	
Community College	47	0.4%	
North Station	63	0.5%	
Haymarket	23	0.2%	
State	114	0.9%	11
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	43	0.3%	
Back Bay	120	0.9%	
Mass. Ave.	29	0.2%	
Ruggles	57	0.4%	
Roxbury Crossing	30	0.2%	
Jackson Square	7	0.1%	
Stony Brook	61	0.5%	
Green	31	0.2%	
Forest Hills	49	0.4%	
TOTAL	776	6.0%	

Blue Line	Number of Riders	Percent of Riders	Transfers from
Wonderland	0	0.0%	
Revere Beach	7	0.1%	
Beachmont	9	0.1%	
Suffolk Downs	5	0.0%	
Orient Heights	5	0.0%	
Wood Island	7	0.1%	
Airport	54	0.4%	
Maverick	32	0.2%	
Aquarium	36	0.3%	
State	7	0.1%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	160	1.2%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers from
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	7	0.1%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	7	0.1%	
TOTAL	13	0.1%	

Total All Exits	12,869	100.0%
Unknown Exits	0	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Central** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	295	4.7%	
Davis	407	6.4%	
Porter	248	3.9%	
Harvard	670	10.6%	
Central	0	0.0%	
Kendall	407	6.4%	
Charles	477	7.6%	
Park Street	805	12.7%	976
Downtown Crossing	623	9.9%	294
South Station	674	10.7%	
Broadway	54	0.9%	
Andrew	25	0.4%	
JFK/UMass	161	2.5%	
Savin Hill	20	0.3%	
Fields Corner	37	0.6%	
Shawmut	0	0.0%	
Ashmont	34	0.5%	17
North Quincy	33	0.5%	
Wollaston	5	0.1%	
Quincy Center	17	0.3%	
Quincy Adams	20	0.3%	
Braintree	28	0.4%	
TOTAL	5,041	79.8%	

Green Line	Number of Riders	Percent of Riders	Transfers from
Lechmere	5	0.1%	
Science Park	12	0.2%	
North Station	62	1.0%	
Haymarket	42	0.7%	
Government Center	161	2.5%	67
Park Street	0	0.0%	
Boylston	57	0.9%	
Arlington	184	2.9%	
Copley	125	2.0%	
Hynes Conv. Ctr.	7	0.1%	
Kenmore	15	0.2%	
B Blandford–Babcock	30	0.5%	
B Pack. Cor.–Warren St.	15	0.2%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	9	0.1%	
C Brandon–Cleveland Cir.	9	0.1%	
D Fenway–Longwood	27	0.4%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	10	0.2%	
D Newton Centre–Eliot	5	0.1%	
D Waban–Riverside	18	0.3%	
E Prudential–Symphony	5	0.1%	
E Northeastern–Museum	35	0.6%	
E Long. Med. –Brig Cir.	49	0.8%	
E Fenwood Rd.–Heath	10	0.2%	
TOTAL	893	14.1%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	25	0.4%	
Wellington	15	0.2%	
Sullivan Square	20	0.3%	
Community College	7	0.1%	
North Station	15	0.2%	
Haymarket	10	0.2%	
State	30	0.5%	10
Downtown Crossing	0	0.0%	
Chinatown	5	0.1%	
New Eng. Med. Cent.	27	0.4%	
Back Bay	53	0.8%	
Mass. Ave.	15	0.2%	
Ruggles	10	0.2%	
Roxbury Crossing	27	0.4%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	14	0.2%	
Forest Hills	17	0.3%	
TOTAL	290	4.6%	

Blue Line	Number of Riders	Percent of Riders	Transfers from
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	10	0.2%	
Suffolk Downs	10	0.2%	
Orient Heights	0	0.0%	
Wood Island	7	0.1%	
Airport	32	0.5%	
Maverick	12	0.2%	
Aquarium	5	0.1%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	77	1.2%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers from
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	17	0.3%	
TOTAL	17	0.3%	

Total All Exits	6,318	100.0%
Unknown Exits	5	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Kendall** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	183	4.3%	
Davis	96	2.2%	
Porter	193	4.5%	
Harvard	1,037	24.1%	
Central	181	4.2%	
Kendall	0	0.0%	
Charles	154	3.6%	
Park Street	352	8.2%	747
Downtown Crossing	572	13.3%	172
South Station	369	8.6%	
Broadway	27	0.6%	
Andrew	0	0.0%	
JFK/UMass	50	1.2%	
Savin Hill	0	0.0%	
Fields Corner	5	0.1%	
Shawmut	0	0.0%	
Ashmont	32	0.7%	
North Quincy	21	0.5%	
Wollaston	6	0.1%	
Quincy Center	45	1.0%	
Quincy Adams	26	0.6%	
Braintree	32	0.7%	
TOTAL	3,383	78.6%	

Green Line	Number of Riders	Percent of Riders	Transfers from
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	22	0.5%	
Haymarket	28	0.7%	
Government Center	62	1.4%	78
Park Street	0	0.0%	
Boylston	12	0.3%	
Arlington	61	1.4%	
Copley	148	3.4%	
Hynes Conv. Ctr.	23	0.5%	
Kenmore	28	0.7%	
B Blandford–Babcock	47	1.1%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	18	0.4%	
C St. Mary's–Winchester	39	0.9%	
C Brandon–Cleveland Cir.	5	0.1%	
D Fenway–Longwood	23	0.5%	
D Brook. Vill.–Brook. Hills	12	0.3%	
D Beaconsfield–Ches. Hill	6	0.1%	
D Newton Centre–Eliot	17	0.4%	
D Waban–Riverside	16	0.4%	
E Prudential–Symphony	18	0.4%	
E Northeastern–Museum	73	1.7%	
E Long. Med. –Brig Cir.	10	0.2%	
E Fenwood Rd.–Heath	6	0.1%	
TOTAL	675	15.7%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	5	0.1%	
Sullivan Square	12	0.3%	
Community College	6	0.1%	
North Station	11	0.3%	
Haymarket	0	0.0%	
State	5	0.1%	17
Downtown Crossing	0	0.0%	
Chinatown	11	0.3%	
New Eng. Med. Cent.	28	0.7%	
Back Bay	16	0.4%	
Mass. Ave.	12	0.3%	
Ruggles	17	0.4%	
Roxbury Crossing	0	0.0%	
Jackson Square	10	0.2%	
Stony Brook	0	0.0%	
Green	5	0.1%	
Forest Hills	12	0.3%	
TOTAL	150	3.5%	

Blue Line	Number of Riders	Percent of Riders	Transfers from
Wonderland	11	0.3%	
Revere Beach	5	0.1%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	39	0.9%	
Maverick	22	0.5%	
Aquarium	17	0.4%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	95	2.2%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers from
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	0	0.0%	

Total All Exits	4,303	100.0%
Unknown Exits	0	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Charles/MGH** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	207	6.3%	
Davis	150	4.6%	
Porter	137	4.2%	
Harvard	884	26.9%	
Central	218	6.6%	
Kendall	431	13.1%	
Charles	0	0.0%	
Park Street	107	3.3%	384
Downtown Crossing	76	2.3%	116
South Station	280	8.5%	
Broadway	38	1.2%	
Andrew	15	0.5%	
JFK/UMass	41	1.2%	
Savin Hill	0	0.0%	
Fields Corner	14	0.4%	
Shawmut	0	0.0%	
Ashmont	32	1.0%	
North Quincy	25	0.8%	
Wollaston	16	0.5%	
Quincy Center	62	1.9%	
Quincy Adams	13	0.4%	
Braintree	36	1.1%	
TOTAL	2,783	84.8%	

Green Line			
Lechmere	9	0.3%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	9	0.3%	
Government Center	16	0.5%	22
Park Street	0	0.0%	
Boylston	9	0.3%	
Arlington	8	0.2%	
Copley	11	0.3%	
Hynes Conv. Ctr.	5	0.2%	
Kenmore	16	0.5%	
B Blandford–Babcock	35	1.1%	
B Pack. Cor.–Warren St.	19	0.6%	
B Summit Ave.–BC	13	0.4%	
C St. Mary's–Winchester	22	0.7%	
C Brandon–Cleveland Cir.	14	0.4%	
D Fenway–Longwood	15	0.5%	
D Brook. Vill.–Brook. Hills	20	0.6%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	37	1.1%	
D Waban–Riverside	8	0.2%	
E Prudential–Symphony	22	0.7%	
E Northeastern–Museum	14	0.4%	
E Long. Med. –Brig Cir.	35	1.1%	
E Fenwood Rd.–Heath	27	0.8%	
TOTAL	362	11.0%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	8	0.2%	
Malden Center	14	0.4%	
Wellington	19	0.6%	
Sullivan Square	8	0.2%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	5	0.2%	5
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	19	0.6%	
Back Bay	23	0.7%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	14	0.4%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	110	3.4%	

Blue Line			
Wonderland	8	0.2%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	14	0.4%	
Aquarium	5	0.2%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	27	0.8%	

Mattapan High Speed Line		
Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Exits	3,283	100.0%
Unknown Exits	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Park Street** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	213	12.0%	
Davis	76	4.3%	
Porter	49	2.8%	
Harvard	345	19.5%	
Central	155	8.8%	
Kendall	171	9.7%	
Charles	48	2.7%	
Park Street	0	0.0%	
Downtown Crossing	16	0.9%	16
South Station	55	3.1%	
Broadway	107	6.0%	
Andrew	27	1.5%	
JFK/UMass	85	4.8%	
Savin Hill	0	0.0%	
Fields Corner	27	1.5%	
Shawmut	10	0.6%	
Ashmont	58	3.3%	26
North Quincy	52	2.9%	
Wollaston	31	1.8%	
Quincy Center	80	4.5%	
Quincy Adams	53	3.0%	
Braintree	69	3.9%	
TOTAL	1,727	97.6%	

Green Line			
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	0	0.0%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	0	0.0%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	16	0.9%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	16	0.9%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	0	0.0%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	20	1.1%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	6	0.3%	
TOTAL	26	1.5%	

Total All Exits	1,770	100.0%
Unknown Exits	10	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Downtown Crossing** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	396	10.6%	
Davis	245	6.5%	
Porter	44	1.2%	
Harvard	500	13.3%	
Central	294	7.8%	
Kendall	391	10.4%	
Charles	72	1.9%	
Park Street	0	0.0%	263
Downtown Crossing	0	0.0%	
South Station	88	2.3%	
Broadway	55	1.5%	
Andrew	98	2.6%	
JFK/UMass	222	5.9%	
Savin Hill	70	1.9%	
Fields Corner	127	3.4%	
Shawmut	55	1.5%	
Ashmont	242	6.4%	106
North Quincy	86	2.3%	
Wollaston	165	4.4%	
Quincy Center	146	3.9%	
Quincy Adams	44	1.2%	
Braintree	43	1.1%	
TOTAL	3,382	90.1%	

Green Line			
Lechmere	0	0.0%	
Science Park	26	0.7%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	15	0.4%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	26	0.7%	
Copley	15	0.4%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	44	1.2%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	55	1.5%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	40	1.1%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	15	0.4%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	29	0.8%	
TOTAL	263	7.0%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	0	0.0%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	0	0.0%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	26	0.7%	
Milton	0	0.0%	
Central Ave	26	0.7%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	55	1.5%	
TOTAL	106	2.8%	

Total All Exits	3,752	100.0%
Unknown Exits	0	

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8/28/97

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **South Station** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	148	2.5%	
Davis	106	1.8%	
Porter	106	1.8%	
Harvard	998	16.5%	
Central	284	4.7%	
Kendall	1,096	18.2%	
Charles	414	6.9%	
Park Street	358	5.9%	897
Downtown Crossing	110	1.8%	318
South Station	0	0.0%	
Broadway	131	2.2%	
Andrew	19	0.3%	
JFK/UMass	321	5.3%	
Savin Hill	25	0.4%	
Fields Corner	40	0.7%	
Shawmut	0	0.0%	
Ashmont	68	1.1%	52
North Quincy	249	4.1%	
Wollaston	51	0.8%	
Quincy Center	72	1.2%	
Quincy Adams	73	1.2%	
Braintree	100	1.7%	
TOTAL	4,768	79.0%	

Green Line			
Lechmere	37	0.6%	
Science Park	0	0.0%	
North Station	30	0.5%	
Haymarket	10	0.2%	
Government Center	55	0.9%	4
Park Street	0	0.0%	
Boylston	16	0.3%	
Arlington	60	1.0%	
Copley	135	2.2%	
Hynes Conv. Ctr.	110	1.8%	
Kenmore	43	0.7%	
B Blandford–Babcock	65	1.1%	
B Pack. Cor.–Warren St.	14	0.2%	
B Summit Ave.–BC	34	0.6%	
C St. Mary's–Winchester	54	0.9%	
C Brandon–Cleveland Cir.	13	0.2%	
D Fenway–Longwood	39	0.6%	
D Brook. Vill.–Brook. Hills	33	0.5%	
D Beaconsfield–Ches. Hill	16	0.3%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	19	0.3%	
E Prudential–Symphony	35	0.6%	
E Northeastern–Museum	40	0.7%	
E Long. Med. –Brig Cir.	18	0.3%	
E Fenwood Rd.–Heath	9	0.1%	
TOTAL	884	14.6%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	18	0.3%	
Malden Center	37	0.6%	
Wellington	9	0.1%	
Sullivan Square	9	0.1%	
Community College	0	0.0%	
North Station	37	0.6%	
Haymarket	4	0.1%	
State	23	0.4%	23
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	20	0.3%	
Back Bay	71	1.2%	
Mass. Ave.	9	0.1%	
Ruggles	13	0.2%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	9	0.1%	
Green	0	0.0%	
Forest Hills	45	0.7%	
TOTAL	304	5.0%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	9	0.1%	
Suffolk Downs	10	0.2%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	4	0.1%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	4	0.1%	
TOTAL	28	0.5%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	10	0.2%	
Central Ave	9	0.1%	
Valley Road	0	0.0%	
Capen Street	9	0.1%	
Mattapan	24	0.4%	
TOTAL	52	0.9%	

Total All Exits	6,035	100.0%
Unknown Exits	0	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Broadway** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	12	0.8%	
Davis	23	1.6%	
Porter	15	1.1%	
Harvard	113	7.9%	
Central	37	2.6%	
Kendall	64	4.5%	
Charles	56	3.9%	
Park Street	125	8.8%	234
Downtown Crossing	151	10.6%	169
South Station	146	10.3%	
Broadway	0	0.0%	
Andrew	5	0.4%	
JFK/UMass	29	2.0%	
Savin Hill	0	0.0%	
Fields Corner	62	4.4%	
Shawmut	0	0.0%	
Ashmont	44	3.1%	3
North Quincy	29	2.0%	
Wollaston	7	0.5%	
Quincy Center	59	4.1%	
Quincy Adams	10	0.7%	
Braintree	29	2.0%	
TOTAL	1,016	71.5%	

Green Line	Number of Riders	Percent of Riders	Transfers from
Lechmere	27	1.9%	
Science Park	0	0.0%	
North Station	13	0.9%	
Haymarket	0	0.0%	
Government Center	45	3.2%	27
Park Street	0	0.0%	
Boylston	5	0.4%	
Arlington	11	0.8%	
Copley	8	0.6%	
Hynes Conv. Ctr.	13	0.9%	
Kenmore	8	0.6%	
B Blandford–Babcock	6	0.4%	
B Pack. Cor.–Warren St.	8	0.6%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	20	1.4%	
C Brandon–Cleveland Cir.	12	0.8%	
D Fenway–Longwood	3	0.2%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	3	0.2%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	3	0.2%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	18	1.3%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	3	0.2%	
TOTAL	207	14.5%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	10	0.7%	
Malden Center	15	1.1%	
Wellington	0	0.0%	
Sullivan Square	6	0.4%	
Community College	14	1.0%	
North Station	6	0.4%	
Haymarket	11	0.8%	
State	28	2.0%	8
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	3	0.2%	
Back Bay	29	2.0%	
Mass. Ave.	3	0.2%	
Ruggles	13	0.9%	
Roxbury Crossing	3	0.2%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	3	0.2%	
Forest Hills	16	1.1%	
TOTAL	161	11.3%	

Blue Line	Number of Riders	Percent of Riders	Transfers from
Wonderland	0	0.0%	
Revere Beach	12	0.8%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	10	0.7%	
Airport	0	0.0%	
Maverick	10	0.7%	
Aquarium	3	0.2%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	36	2.5%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers from
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	3	0.2%	
TOTAL	3	0.2%	

Total All Exits	1,422	100.0%
Unknown Exits	7	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Andrew** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	61	2.5%	
Porter	26	1.1%	
Harvard	74	3.0%	
Central	49	2.0%	
Kendall	73	3.0%	
Charles	159	6.5%	
Park Street	218	8.9%	319
Downtown Crossing	455	18.5%	254
South Station	419	17.1%	
Broadway	63	2.6%	
Andrew	0	0.0%	
JFK/UMass	39	1.6%	
Savin Hill	14	0.6%	
Fields Corner	17	0.7%	
Shawmut	13	0.5%	
Ashmont	39	1.6%	45
North Quincy	39	1.6%	
Wollaston	13	0.5%	
Quincy Center	41	1.7%	
Quincy Adams	22	0.9%	
Braintree	7	0.3%	
TOTAL	1,837	74.8%	

Green Line	Number of Riders	Percent of Riders	Transfers from
Lechmere	16	0.7%	
Science Park	0	0.0%	
North Station	22	0.9%	
Haymarket	16	0.7%	
Government Center	36	1.5%	23
Park Street	0	0.0%	
Boylston	13	0.5%	
Arlington	9	0.4%	
Copley	33	1.3%	
Hynes Conv. Ctr.	9	0.4%	
Kenmore	9	0.4%	
B Blandford–Babcock	23	0.9%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	23	0.9%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	17	0.7%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	17	0.7%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	9	0.4%	
E Northeastern–Museum	33	1.3%	
E Long. Med. –Brig Cir.	23	0.9%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	306	12.5%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	7	0.3%	
Wellington	0	0.0%	
Sullivan Square	38	1.5%	
Community College	7	0.3%	
North Station	17	0.7%	
Haymarket	22	0.9%	
State	28	1.1%	30
Downtown Crossing	0	0.0%	
Chinatown	7	0.3%	
New Eng. Med. Cent.	16	0.7%	
Back Bay	31	1.3%	
Mass. Ave.	16	0.7%	
Ruggles	9	0.4%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	9	0.4%	
Forest Hills	7	0.3%	
TOTAL	215	8.7%	

Blue Line	Number of Riders	Percent of Riders	Transfers from
Wonderland	0	0.0%	
Revere Beach	7	0.3%	
Beachmont	7	0.3%	
Suffolk Downs	14	0.6%	
Orient Heights	9	0.4%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	9	0.4%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	7	0.3%	
TOTAL	52	2.1%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers from
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	13	0.5%	
Capen Street	0	0.0%	
Mattapan	32	1.3%	
TOTAL	45	1.8%	

Total All Exits	2,454	100.0%
Unknown Exits	0	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **JFK/UMass** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	58	1.7%	
Davis	53	1.5%	
Porter	60	1.8%	
Harvard	276	8.1%	
Central	62	1.8%	
Kendall	107	3.1%	
Charles	118	3.4%	
Park Street	258	7.5%	575
Downtown Crossing	367	10.7%	515
South Station	444	13.0%	
Broadway	75	2.2%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	8	0.2%	
Fields Corner	42	1.2%	
Shawmut	0	0.0%	
Ashmont	83	2.4%	50
North Quincy	41	1.2%	
Wollaston	12	0.4%	
Quincy Center	176	5.1%	
Quincy Adams	28	0.8%	
Braintree	14	0.4%	
TOTAL	2,283	66.7%	

Green Line	Number of Riders	Percent of Riders	Transfers from
Lechmere	22	0.6%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	61	1.8%	33
Park Street	0	0.0%	
Boylston	19	0.6%	
Arlington	35	1.0%	
Copley	70	2.0%	
Hynes Conv. Ctr.	23	0.7%	
Kenmore	22	0.6%	
B Blandford–Babcock	45	1.3%	
B Pack. Cor.–Warren St.	52	1.5%	
B Summit Ave.–BC	21	0.6%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	12	0.4%	
D Fenway–Longwood	22	0.6%	
D Brook. Vill.–Brook. Hills	39	1.1%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	43	1.3%	
E Northeastern–Museum	11	0.3%	
E Long. Med. –Brig Cir.	30	0.9%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	526	15.4%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	36	1.1%	
Wellington	25	0.7%	
Sullivan Square	0	0.0%	
Community College	45	1.3%	
North Station	55	1.6%	
Haymarket	16	0.5%	
State	59	1.7%	14
Downtown Crossing	0	0.0%	
Chinatown	19	0.6%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	128	3.7%	
Mass. Ave.	11	0.3%	
Ruggles	27	0.8%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	45	1.3%	
Forest Hills	52	1.5%	
TOTAL	517	15.1%	

Blue Line	Number of Riders	Percent of Riders	Transfers from
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	14	0.4%	
Wood Island	0	0.0%	
Airport	8	0.2%	
Maverick	11	0.3%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	14	0.4%	
TOTAL	47	1.4%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers from
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	14	0.4%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	36	1.1%	
TOTAL	50	1.5%	

Total All Exits	3,423	100.0%
Unknown Exits	8	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Savin Hill** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	35	2.9%	
Central	33	2.7%	
Kendall	50	4.2%	
Charles	31	2.6%	
Park Street	125	10.4%	163
Downtown Crossing	240	20.0%	192
South Station	144	12.0%	
Broadway	22	1.8%	
Andrew	5	0.4%	
JFK/UMass	52	4.3%	
Savin Hill	0	0.0%	
Fields Corner	17	1.4%	
Shawmut	18	1.5%	
Ashmont	31	2.6%	14
North Quincy	19	1.6%	
Wollaston	0	0.0%	
Quincy Center	9	0.7%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	832	69.2%	

Green Line			
Lechmere	9	0.7%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	26	2.2%	25
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	9	0.7%	
Copley	14	1.2%	
Hynes Conv. Ctr.	9	0.7%	
Kenmore	18	1.5%	
B Blandford–Babcock	13	1.1%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	9	0.7%	
D Brook. Vill.–Brook. Hills	9	0.7%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	5	0.4%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	8	0.7%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	131	10.9%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	9	0.7%	
Wellington	0	0.0%	
Sullivan Square	18	1.5%	
Community College	9	0.7%	
North Station	28	2.3%	
Haymarket	0	0.0%	
State	34	2.8%	9
Downtown Crossing	0	0.0%	
Chinatown	9	0.7%	
New Eng. Med. Cent.	19	1.6%	
Back Bay	64	5.3%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	190	15.9%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	8	0.7%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	26	2.2%	
TOTAL	34	2.8%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	14	1.2%	
TOTAL	14	1.2%	

Total All Exits	1,201	100.0%
Unknown Exits	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Fields Corner** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	37	1.2%	
Davis	43	1.4%	
Porter	15	0.5%	
Harvard	165	5.4%	
Central	40	1.3%	
Kendall	127	4.2%	
Charles	65	2.1%	
Park Street	381	12.5%	521
Downtown Crossing	487	15.9%	376
South Station	448	14.7%	
Broadway	100	3.3%	
Andrew	26	0.9%	
JFK/UMass	106	3.5%	
Savin Hill	12	0.4%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	28	0.9%	27
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	37	1.2%	
Quincy Adams	13	0.4%	
Braintree	0	0.0%	
TOTAL	2,129	69.7%	

Green Line	Number of Riders	Percent of Riders	Transfers from
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	51	1.7%	
Haymarket	13	0.4%	
Government Center	28	0.9%	25
Park Street	0	0.0%	
Boylston	50	1.6%	
Arlington	63	2.1%	
Copley	104	3.4%	
Hynes Conv. Ctr.	27	0.9%	
Kenmore	62	2.0%	
B Blandford–Babcock	13	0.4%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	25	0.8%	
D Brook. Vill.–Brook. Hills	38	1.2%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	13	0.4%	
E Northeastern–Museum	13	0.4%	
E Long. Med. –Brig Cir.	24	0.8%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	524	17.2%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	13	0.4%	
Wellington	13	0.4%	
Sullivan Square	12	0.4%	
Community College	12	0.4%	
North Station	56	1.8%	
Haymarket	28	0.9%	
State	88	2.9%	13
Downtown Crossing	0	0.0%	
Chinatown	13	0.4%	
New Eng. Med. Cent.	27	0.9%	
Back Bay	50	1.6%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	12	0.4%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	13	0.4%	
TOTAL	335	11.0%	

Blue Line	Number of Riders	Percent of Riders
Wonderland	13	0.4%
Revere Beach	0	0.0%
Beachmont	0	0.0%
Suffolk Downs	0	0.0%
Orient Heights	0	0.0%
Wood Island	0	0.0%
Airport	25	0.8%
Maverick	0	0.0%
Aquarium	0	0.0%
State	0	0.0%
Government Center	0	0.0%
Bowdoin	0	0.0%
TOTAL	38	1.2%

Mattapan High Speed Line	Number of Riders	Percent of Riders
Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	12	0.4%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	15	0.5%
TOTAL	27	0.9%

Total All Exits	3,054	100.0%
Unknown Exits	12	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Shawmut** **Red Line**
Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	18	1.5%	
Harvard	80	6.7%	
Central	19	1.6%	
Kendall	60	5.0%	
Charles	28	2.3%	
Park Street	101	8.4%	236
Downtown Crossing	200	16.7%	121
South Station	275	23.0%	
Broadway	0	0.0%	
Andrew	9	0.8%	
JFK/UMass	43	3.6%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	8	0.7%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	841	70.2%	

Green Line			
Lechmere	9	0.8%	
Science Park	0	0.0%	
North Station	9	0.8%	
Haymarket	11	0.9%	
Government Center	45	3.8%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	8	0.7%	
Copley	35	2.9%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	19	1.6%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	9	0.8%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	28	2.3%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	8	0.7%	
D Waban–Riverside	9	0.8%	
E Prudential–Symphony	9	0.8%	
E Northeastern–Museum	9	0.8%	
E Long. Med. –Brig Cir.	27	2.3%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	236	19.7%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	9	0.8%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	30	2.5%	
Haymarket	0	0.0%	
State	36	3.0%	17
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	19	1.6%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	9	0.8%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	104	8.7%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	17	1.4%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	17	1.4%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	0	0.0%	

Total All Exits	1,197	100.0%
Unknown Exits	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Ashmont** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	29	0.7%	
Davis	6	0.2%	
Porter	41	1.0%	
Harvard	150	3.8%	
Central	64	1.6%	
Kendall	161	4.1%	
Charles	118	3.0%	
Park Street	481	12.3%	794
Downtown Crossing	655	16.7%	373
South Station	630	16.1%	
Broadway	118	3.0%	
Andrew	52	1.3%	
JFK/UMass	109	2.8%	
Savin Hill	23	0.6%	
Fields Corner	39	1.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	47	1.2%	
Wollaston	6	0.2%	
Quincy Center	0	0.0%	
Quincy Adams	6	0.2%	
Braintree	6	0.2%	
TOTAL	2,740	69.9%	

Green Line			
Lechmere	13	0.3%	
Science Park	0	0.0%	
North Station	18	0.5%	
Haymarket	40	1.0%	
Government Center	118	3.0%	18
Park Street	0	0.0%	
Boylston	41	1.0%	
Arlington	82	2.1%	
Copley	77	2.0%	
Hynes Conv. Ctr.	18	0.5%	
Kenmore	53	1.4%	
B Blandford–Babcock	72	1.8%	
B Pack. Cor.–Warren St.	18	0.5%	
B Summit Ave.–BC	6	0.2%	
C St. Mary's–Winchester	22	0.6%	
C Brandon–Cleveland Cir.	7	0.2%	
D Fenway–Longwood	59	1.5%	
D Brook. Vill.–Brook. Hills	24	0.6%	
D Beaconsfield–Ches. Hill	12	0.3%	
D Newton Centre–Eliot	12	0.3%	
D Waban–Riverside	12	0.3%	
E Prudential–Symphony	13	0.3%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	53	1.4%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	769	19.6%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	12	0.3%	
Wellington	33	0.8%	
Sullivan Square	19	0.5%	
Community College	37	0.9%	
North Station	12	0.3%	
Haymarket	59	1.5%	
State	36	0.9%	42
Downtown Crossing	0	0.0%	
Chinatown	7	0.2%	
New Eng. Med. Cent.	41	1.0%	
Back Bay	60	1.5%	
Mass. Ave.	0	0.0%	
Ruggles	6	0.2%	
Roxbury Crossing	12	0.3%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	17	0.4%	
TOTAL	350	8.9%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	12	0.3%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	7	0.2%	
Maverick	18	0.5%	
Aquarium	13	0.3%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	12	0.3%	
TOTAL	60	1.5%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	0	0.0%	

Total All Exits	3,919	100.0%
Unknown Exits	29	

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Exits from the Rapid Transit System

Boarding Station: **Ashmont** **Mattapan Trolley**

Expanded Results

Red Line

	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	0	0.0%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	0	0.0%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	0	0.0%	

Green Line

Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	0	0.0%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	0	0.0%	

Orange Line

	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	0	0.0%	

Blue Line

Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	0	0.0%	

Mattapan High Speed Line

Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	42	29.4%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	101	70.7%	
TOTAL	143	100.0%	

Total All Exits	143	100.0%
Unknown Exits	0	

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Exits from the Rapid Transit System

Boarding Station: **Cedar Grove** **Mattapan Trolley**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	0	0.0%	
Central	0	0.0%	
Kendall	12	7.7%	
Charles	6	3.9%	
Park Street	6	3.9%	
Downtown Crossing	18	11.6%	
South Station	23	14.8%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	65	41.8%	

Green Line			
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	6	3.9%	
Haymarket	0	0.0%	
Government Center	6	3.9%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	0	0.0%	
Copley	6	3.9%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	6	3.9%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	23	15.0%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	6	3.9%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	6	3.9%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	12	7.5%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	7	4.5%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	12	7.7%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	18	11.7%	

Mattapan High Speed Line			
Ashmont	0	0.0%	118
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	13	8.4%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	24	15.4%	
TOTAL	37	24.0%	
Total All Exits	156	100.0%	
Unknown Exits	0		

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1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Butler** **Mattapan Trolley**

Expanded Results

Red Line

	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	6	4.8%	
Porter	0	0.0%	
Harvard	0	0.0%	
Central	0	0.0%	
Kendall	6	4.8%	
Charles	13	10.3%	
Park Street	6	4.8%	
Downtown Crossing	18	14.3%	
South Station	18	14.3%	
Broadway	6	4.8%	
Andrew	6	4.8%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	6	4.8%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	83	66.3%	

Green Line

Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	7	5.6%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	0	0.0%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	12	9.5%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	18	14.5%	

Orange Line

Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	6	4.8%	
Mass. Ave.	7	5.6%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	13	9.9%	

Blue Line

Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	0	0.0%	

Mattapan High Speed Line

Ashmont	12	9.5%	114
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	12	9.3%	

Total All Exits	126	100.0%
Unknown Exits	0	

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1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Milton** **Mattapan Trolley**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	6	1.4%	
Porter	0	0.0%	
Harvard	30	6.9%	
Central	12	2.8%	
Kendall	18	4.1%	
Charles	13	3.0%	
Park Street	59	13.5%	
Downtown Crossing	73	16.7%	
South Station	100	22.9%	
Broadway	6	1.4%	
Andrew	6	1.4%	
JFK/UMass	6	1.4%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	328	75.2%	

Green Line			
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	6	1.4%	
Haymarket	0	0.0%	
Government Center	12	2.8%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	13	3.0%	
Copley	25	5.7%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	6	1.4%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	61	14.0%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	6	1.4%	
Haymarket	0	0.0%	
State	12	2.8%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	6	1.4%	
Back Bay	7	1.6%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	30	6.9%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	6	1.4%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	6	1.3%	

Mattapan High Speed Line			
Ashmont	0	0.0%	424
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	12	2.8%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	12	2.6%	

Total All Exits	436	100.0%
Unknown Exits	0	

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1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Central Avenue** **Mattapan Trolley**

Expanded Results

Red Line

	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	6	1.6%	
Harvard	28	7.3%	
Central	6	1.6%	
Kendall	0	0.0%	
Charles	18	4.7%	
Park Street	56	14.7%	
Downtown Crossing	64	16.8%	
South Station	53	13.9%	
Broadway	6	1.6%	
Andrew	0	0.0%	
JFK/UMass	7	1.8%	
Savin Hill	0	0.0%	
Fields Corner	6	1.6%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	248	65.1%	

Green Line

Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	23	6.0%	
Park Street	0	0.0%	
Boylston	12	3.1%	
Arlington	0	0.0%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	6	1.6%	
B Pack. Cor.–Warren St.	6	1.6%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	47	12.2%	

Orange Line

Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	6	1.6%	
Haymarket	0	0.0%	
State	12	3.1%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	6	1.6%	
Mass. Ave.	6	1.6%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	29	7.6%	

Blue Line

Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	6	1.6%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	12	3.1%	
TOTAL	18	4.6%	

Mattapan High Speed Line

Ashmont	6	1.6%	342
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	16	4.2%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	18	4.7%	
TOTAL	40	10.5%	

Total All Exits	382	100.0%
Unknown Exits	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Valley Road** **Mattapan Trolley**

Expanded Results

Red Line

	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	0	0.0%	
Central	6	9.2%	
Kendall	6	9.2%	
Charles	17	26.2%	
Park Street	6	9.2%	
Downtown Crossing	6	9.2%	
South Station	18	27.7%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	59	91.0%	

Green Line

Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	6	9.2%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	6	9.0%	

Orange Line

	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	0	0.0%	

Blue Line

Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	0	0.0%	

Mattapan High Speed Line

Ashmont	0	0.0%	65
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	0	0.0%	

Total All Exits	65	100.0%
Unknown Exits	0	

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1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Capen Street** **Mattapan Trolley**

Expanded Results

Red Line

	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	17	11.2%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	6	3.9%	
Park Street	0	0.0%	
Downtown Crossing	47	30.9%	
South Station	35	23.0%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	6	3.9%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	111	72.7%	

Green Line

Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	6	3.9%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	6	3.9%	
Copley	0	0.0%	
Hynes Conv. Ctr.	6	3.9%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	7	4.6%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	24	15.9%	

Orange Line

	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	6	3.9%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	6	3.8%	

Blue Line

Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	0	0.0%	

Mattapan High Speed Line

Ashmont	0	0.0%	141
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	12	7.9%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	12	7.6%	

Total All Exits	152	100.0%
Unknown Exits	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Mattapan** **Mattapan Trolley**

Expanded Results

Red Line

	Number of Riders	Percent of Riders	Transfers from
Alewife	6	0.6%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	62	5.8%	
Central	48	4.5%	
Kendall	6	0.6%	
Charles	45	4.2%	
Park Street	54	5.1%	
Downtown Crossing	193	18.2%	
South Station	148	13.9%	
Broadway	7	0.7%	
Andrew	0	0.0%	
JFK/UMass	112	10.6%	
Savin Hill	7	0.7%	
Fields Corner	23	2.2%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	6	0.6%	
Wollaston	0	0.0%	
Quincy Center	7	0.7%	
Quincy Adams	0	0.0%	
Braintree	6	0.6%	
TOTAL	730	68.7%	

Green Line

Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	12	1.1%	
Haymarket	6	0.6%	
Government Center	19	1.8%	
Park Street	0	0.0%	
Boylston	12	1.1%	
Arlington	6	0.6%	
Copley	6	0.6%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	25	2.4%	
B Blandford–Babcock	6	0.6%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	6	0.6%	
D Beaconsfield–Ches. Hill	6	0.6%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	102	9.6%	

Orange Line

	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	12	1.1%	
Community College	16	1.5%	
North Station	18	1.7%	
Haymarket	0	0.0%	
State	18	1.7%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	12	1.1%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	12	1.1%	
TOTAL	87	8.2%	

Blue Line

Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	12	1.1%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	12	1.1%	

Mattapan High Speed Line

Ashmont	94	8.9%	930
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	7	0.7%	
Central Ave	31	2.9%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	132	12.4%	

Total All Exits	1,062	100.0%
Unknown Exits	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **North Quincy** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	0	0.0%	
Davis	12	0.3%	
Porter	32	0.8%	
Harvard	105	2.5%	
Central	18	0.4%	
Kendall	110	2.6%	
Charles	214	5.0%	
Park Street	554	13.1%	735
Downtown Crossing	733	17.3%	404
South Station	949	22.4%	
Broadway	49	1.2%	
Andrew	29	0.7%	
JFK/UMass	84	2.0%	
Savin Hill	6	0.1%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	11	0.3%	
North Quincy	0	0.0%	
Wollaston	28	0.7%	
Quincy Center	132	3.1%	
Quincy Adams	28	0.7%	
Braintree	6	0.1%	
TOTAL	3,099	73.1%	

Green Line			
Lechmere	6	0.1%	
Science Park	9	0.2%	
North Station	26	0.6%	
Haymarket	12	0.3%	
Government Center	83	2.0%	
Park Street	0	0.0%	
Boylston	59	1.4%	
Arlington	113	2.7%	
Copley	63	1.5%	
Hynes Conv. Ctr.	54	1.3%	
Kenmore	36	0.8%	
B Blandford–Babcock	53	1.3%	
B Pack. Cor.–Warren St.	6	0.1%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	33	0.8%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	33	0.8%	
D Brook. Vill.–Brook. Hills	6	0.1%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	34	0.8%	
E Northeastern–Museum	67	1.6%	
E Long. Med. –Brig Cir.	30	0.7%	
E Fenwood Rd.–Heath	6	0.1%	
TOTAL	729	17.2%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	23	0.5%	
Wellington	17	0.4%	
Sullivan Square	18	0.4%	
Community College	6	0.1%	
North Station	50	1.2%	
Haymarket	30	0.7%	
State	89	2.1%	17
Downtown Crossing	0	0.0%	
Chinatown	18	0.4%	
New Eng. Med. Cent.	18	0.4%	
Back Bay	71	1.7%	
Mass. Ave.	0	0.0%	
Ruggles	33	0.8%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	9	0.2%	
Forest Hills	6	0.1%	
TOTAL	387	9.1%	

Blue Line			
Wonderland	11	0.3%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	6	0.1%	
TOTAL	17	0.4%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	6	0.1%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	6	0.1%	

Total All Exits	4,238	100.0%
Unknown Exits	5	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Wollaston** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	15	0.5%	
Davis	11	0.3%	
Porter	0	0.0%	
Harvard	87	2.7%	
Central	24	0.7%	
Kendall	110	3.4%	
Charles	153	4.8%	
Park Street	353	11.0%	545
Downtown Crossing	595	18.5%	338
South Station	756	23.6%	
Broadway	32	1.0%	
Andrew	17	0.5%	
JFK/UMass	63	2.0%	
Savin Hill	0	0.0%	
Fields Corner	7	0.2%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	58	1.8%	
Wollaston	0	0.0%	
Quincy Center	28	0.9%	
Quincy Adams	10	0.3%	
Braintree	7	0.2%	
TOTAL	2,327	72.5%	

Green Line	Number of Riders	Percent of Riders	Transfers from
Lechmere	0	0.0%	
Science Park	12	0.4%	
North Station	5	0.2%	
Haymarket	12	0.4%	
Government Center	60	1.9%	7
Park Street	0	0.0%	
Boylston	40	1.2%	
Arlington	89	2.8%	
Copley	57	1.8%	
Hynes Conv. Ctr.	22	0.7%	
Kenmore	24	0.7%	
B Blandford–Babcock	35	1.1%	
B Pack. Cor.–Warren St.	5	0.2%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	32	1.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	25	0.8%	
D Brook. Vill.–Brook. Hills	12	0.4%	
D Beaconsfield–Ches. Hill	7	0.2%	
D Newton Centre–Eliot	13	0.4%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	10	0.3%	
E Northeastern–Museum	21	0.7%	
E Long. Med. –Brig Cir.	57	1.8%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	538	16.8%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	23	0.7%	
Wellington	5	0.2%	
Sullivan Square	17	0.5%	
Community College	5	0.2%	
North Station	80	2.5%	
Haymarket	5	0.2%	
State	61	1.9%	10
Downtown Crossing	0	0.0%	
Chinatown	12	0.4%	
New Eng. Med. Cent.	26	0.8%	
Back Bay	82	2.6%	
Mass. Ave.	7	0.2%	
Ruggles	5	0.2%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	328	10.2%	

Blue Line	Number of Riders	Percent of Riders	Transfers from
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	12	0.4%	
Maverick	0	0.0%	
Aquarium	5	0.2%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	17	0.5%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers from
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	0	0.0%	

Total All Exits	3,210	100.0%
Unknown Exits	5	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Quincy Center** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	26	0.5%	
Davis	47	0.8%	
Porter	39	0.7%	
Harvard	224	4.0%	
Central	61	1.1%	
Kendall	232	4.1%	
Charles	145	2.6%	
Park Street	648	11.6%	1,150
Downtown Crossing	743	13.2%	742
South Station	937	16.7%	
Broadway	90	1.6%	
Andrew	48	0.9%	
JFK/UMass	124	2.2%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	9	0.2%	
North Quincy	196	3.5%	
Wollaston	67	1.2%	
Quincy Center	0	0.0%	
Quincy Adams	51	0.9%	
Braintree	22	0.4%	
TOTAL	3,709	66.1%	

Green Line	Number of Riders	Percent of Riders	Transfers from
Lechmere	6	0.1%	
Science Park	6	0.1%	
North Station	27	0.5%	
Haymarket	21	0.4%	
Government Center	137	2.4%	68
Park Street	0	0.0%	
Boylston	73	1.3%	
Arlington	192	3.4%	
Copley	131	2.3%	
Hynes Conv. Ctr.	90	1.6%	
Kenmore	92	1.6%	
B Blandford–Babcock	45	0.8%	
B Pack. Cor.–Warren St.	6	0.1%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	12	0.2%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	50	0.9%	
D Brook. Vill.–Brook. Hills	38	0.7%	
D Beaconsfield–Ches. Hill	6	0.1%	
D Newton Centre–Eliot	39	0.7%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	9	0.2%	
E Northeastern–Museum	33	0.6%	
E Long. Med. –Brig Cir.	55	1.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	1,070	19.1%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	33	0.6%	
Wellington	26	0.5%	
Sullivan Square	43	0.8%	
Community College	32	0.6%	
North Station	106	1.9%	
Haymarket	74	1.3%	
State	74	1.3%	38
Downtown Crossing	0	0.0%	
Chinatown	24	0.4%	
New Eng. Med. Cent.	61	1.1%	
Back Bay	167	3.0%	
Mass. Ave.	12	0.2%	
Ruggles	50	0.9%	
Roxbury Crossing	13	0.2%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	717	12.8%	

Blue Line	Number of Riders	Percent of Riders	Transfers from
Wonderland	14	0.2%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	43	0.8%	
Maverick	6	0.1%	
Aquarium	6	0.1%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	36	0.6%	
TOTAL	105	1.9%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers from
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	9	0.2%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	9	0.2%	

Total All Exits	5,610	100.0%
Unknown Exits	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Quincy Adams** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	4	0.1%	
Davis	10	0.3%	
Porter	13	0.4%	
Harvard	103	3.3%	
Central	14	0.5%	
Kendall	131	4.2%	
Charles	105	3.4%	
Park Street	406	13.1%	559
Downtown Crossing	527	17.0%	294
South Station	896	28.9%	
Broadway	4	0.1%	
Andrew	0	0.0%	
JFK/UMass	14	0.5%	
Savin Hill	0	0.0%	
Fields Corner	4	0.1%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	15	0.5%	
Wollaston	4	0.1%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	2,250	72.5%	

Green Line	Number of Riders	Percent of Riders	Transfers from
Lechmere	11	0.4%	
Science Park	0	0.0%	
North Station	10	0.3%	
Haymarket	7	0.2%	
Government Center	66	2.1%	14
Park Street	0	0.0%	
Boylston	66	2.1%	
Arlington	105	3.4%	
Copley	94	3.0%	
Hynes Conv. Ctr.	34	1.1%	
Kenmore	35	1.1%	
B Blandford–Babcock	24	0.8%	
B Pack. Cor.–Warren St.	7	0.2%	
B Summit Ave.–BC	4	0.1%	
C St. Mary's–Winchester	4	0.1%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	3	0.1%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	7	0.2%	
E Northeastern–Museum	10	0.3%	
E Long. Med. –Brig Cir.	43	1.4%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	529	17.1%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	7	0.2%	
Community College	4	0.1%	
North Station	40	1.3%	
Haymarket	21	0.7%	
State	107	3.4%	14
Downtown Crossing	0	0.0%	
Chinatown	15	0.5%	
New Eng. Med. Cent.	18	0.6%	
Back Bay	70	2.3%	
Mass. Ave.	0	0.0%	
Ruggles	10	0.3%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	4	0.1%	
TOTAL	295	9.5%	

Blue Line	Number of Riders	Percent of Riders
Wonderland	3	0.1%
Revere Beach	4	0.1%
Beachmont	0	0.0%
Suffolk Downs	0	0.0%
Orient Heights	8	0.3%
Wood Island	0	0.0%
Airport	4	0.1%
Maverick	4	0.1%
Aquarium	7	0.2%
State	0	0.0%
Government Center	0	0.0%
Bowdoin	0	0.0%
TOTAL	28	0.9%

Mattapan High Speed Line	Number of Riders	Percent of Riders
Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	0	0.0%

Total All Exits	3,103	100.0%
Unknown Exits	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Exits from the Rapid Transit System

Boarding Station: **Braintree** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers from
Alewife	34	1.2%	
Davis	4	0.1%	
Porter	4	0.1%	
Harvard	78	2.8%	
Central	40	1.4%	
Kendall	136	4.9%	
Charles	81	2.9%	
Park Street	295	10.6%	474
Downtown Crossing	411	14.7%	321
South Station	804	28.8%	
Broadway	17	0.6%	
Andrew	8	0.3%	
JFK/UMass	17	0.6%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	31	1.1%	
Wollaston	0	0.0%	
Quincy Center	22	0.8%	
Quincy Adams	8	0.3%	
Braintree	0	0.0%	
TOTAL	1,989	71.4%	

Green Line	Number of Riders	Percent of Riders	Transfers from
Lechmere	3	0.1%	
Science Park	3	0.1%	
North Station	3	0.1%	
Haymarket	21	0.8%	
Government Center	53	1.9%	14
Park Street	0	0.0%	
Boylston	35	1.3%	
Arlington	110	3.9%	
Copley	59	2.1%	
Hynes Conv. Ctr.	36	1.3%	
Kenmore	23	0.8%	
B Blandford–Babcock	34	1.2%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	3	0.1%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	14	0.5%	
D Brook. Vill.–Brook. Hills	6	0.2%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	3	0.1%	
E Prudential–Symphony	17	0.6%	
E Northeastern–Museum	13	0.5%	
E Long. Med. –Brig Cir.	18	0.6%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	455	16.3%	

Orange Line	Number of Riders	Percent of Riders	Transfers from
Oak Grove	0	0.0%	
Malden Center	26	0.9%	
Wellington	3	0.1%	
Sullivan Square	11	0.4%	
Community College	6	0.2%	
North Station	72	2.6%	
Haymarket	20	0.7%	
State	74	2.7%	6
Downtown Crossing	0	0.0%	
Chinatown	17	0.6%	
New Eng. Med. Cent.	12	0.4%	
Back Bay	62	2.2%	
Mass. Ave.	3	0.1%	
Ruggles	6	0.2%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	6	0.2%	
Forest Hills	3	0.1%	
TOTAL	321	11.5%	

Blue Line	Number of Riders	Percent of Riders
Wonderland	0	0.0%
Revere Beach	0	0.0%
Beachmont	3	0.1%
Suffolk Downs	0	0.0%
Orient Heights	0	0.0%
Wood Island	0	0.0%
Airport	3	0.1%
Maverick	6	0.2%
Aquarium	6	0.2%
State	0	0.0%
Government Center	0	0.0%
Bowdoin	3	0.1%
TOTAL	20	0.7%

Mattapan High Speed Line	Number of Riders	Percent of Riders
Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	0	0.0%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	4	0.1%
TOTAL	4	0.1%

Total All Exits	2,788	100.0%
Unknown Exits	2	

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6. Usage Rates by Fare Type

These tables show how often Red Line passengers use the system. They also contain information on how passengers pay their fares and how these different payment methods are related to how often they use the system.

OVERVIEW OF RESULTS

Number of Days Used per Week

Northern Segment

For every station in the Northern Segment, five days per week was the most common frequency of use. Alewife had the highest percentage, at 59%, with the other stations near 40%. These lower percentages were due mainly to the 20% to 40% of riders in the six and seven days per week categories. The passengers using the Red Line virtually every day include people who work six or seven days a week and also people who rely on the MBTA for most or all of their transportation needs—for work, shopping and recreation. Davis had the greatest percentage of people using the MBTA every day.

At the other end of the spectrum, Alewife and Kendall had 10% using rapid transit less than one day per week. This phenomenon can be partly explained by Alewife's location as a convenient entry point for people coming from long distances (who might use the MBTA only on occasion), and also by the proximity of Alewife and Kendall to office buildings containing businesspeople who normally drive to work but might use the MBTA infrequently to reach a meeting or run an errand.

Central Segment

Five days per week was the most common usage of Central Segment passengers, although at Charles/MGH, Park Street and Downtown Crossing, infrequent users were relatively common, due to the concentration of businesspeople and perhaps also tourists.

Dorchester Branch

The Dorchester Branch exhibited the typical pattern, with five days per week the most common category. Nevertheless, six and seven days per week were higher

than average, capturing roughly 25% to 35% of the riders combined (except at several trolley stops). Thus, many people in Dorchester rely on the Red Line for most or all of their transportation needs.

South Shore Branch

On the South Shore Branch, five days per week by far the most common and six and seven days per week relatively less important than they were for the rest of the Red Line.

Mix of Fare Payment Methods

Northern Segment

Although not listed as a separate table, the percentages of riders using each fare payment method are contained in the Usage Rates by Fare Type tables. For every Northern Segment station, the most common method of fare payment was the adult monthly pass, accounting for between 50% and 70% of all survey responses. Tokens or cash were most common at Central and Kendall, accounting for 38% to 46% of the passengers, respectively. Generally, more than 94% of all passengers at Northern Segment Red Line stations pay either with a token or cash or a monthly pass. The only other category with a significant number of responses at most stations was senior citizen/disabled.

It is important to note that these results are not a substitute for a fare-mix study since it is likely that the response rates differed across the fare types. Experience tells us that pass users are the most likely to respond to the survey, while children are the least likely to respond. (See Appendix A for more information on possible bias in the survey results.) However, it may be instructive to compare these numbers to fare-mix data which are collected by direct observation rather than by asking passengers.

Central Segment

The fare-mix in the Central Segment of the Red Line is somewhat different from that in the Northern Segment because a greater percentage of passengers boarding at downtown stations during the survey period are not regular users. As a result, the percentage paying cash was higher, over 40% for all stations (except South Station), and even exceeding the percentage using monthly passes at Park Street and Downtown Crossing.

Dorchester Branch

The fare-mix on the Dorchester Branch is heavily skewed toward pass use. Token/cash fares accounted for a relatively small percentage of the fares paid, between 22% and 33%. Since there is no fare for the majority of Mattapan Trolley

trips, the fare information collected from those passengers likely applies to Ashmont station on the Red Line.

South Shore Branch

Monthly passes were the most important form of fare payment on the South Shore Branch, accounting for 63% to 74% of the riders, with Braintree at the upper end. Token and cash use at most stations accounted for 27% of the riders.

Usage Rates by Fare Type

Northern Segment

As would be expected, the reported frequency of rapid transit use varied by form of fare payment. Below is a summary of usage rates for each fare payment type.

Token/Adult cash fare
Since the monthly pass program has been in effect for two decades, time enough for the public to be reasonably aware of it, most token and cash users are people who ride fewer than five days per week and no more than two trips per day.[8] Token/cash users averaged between 2.7 (at Kendall) and 3.7 (at Central) days of use per week. The mean number of rides per day ranged from 2.0 to 3.1. The combination of these two factors yielded an average number of rides per week of between 6.5 and 9.6, with Alewife at the low end and Central at the high end.

Adult monthly pass
Among all the fare payment types, the usage rate was generally highest among monthly pass holders, with the mean number of days used per week above 5.1 for all stations, and up to 5.7 at Davis. The mean trips per day was above 2.2 for all stations, with most hovering around 2.5. The derived usage per week was generally between 14 and 15 trips per week.

10-ride ticket
This payment method is only used on the surface portion of the Green D Line.

Senior citizen/disabled
Senior citizens and people with disabilities pay cash fares of 20¢ to board the Red Line. Across the 6 Northern Segment stations, there was a wide range of usage rates for this fare type. At Alewife, these riders used the system 2.7 days per week on average, but at Porter, senior citizen/disabled usage was 4.5 days per week. The daily usage rates were more narrowly focused, from 2.0 to 2.7. The weekly usage rates ranged from 6.2 (at Alewife) to 12.8 (at Davis).

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[8]Some very frequent users continue to use tokens, both because not everyone is aware of the pass program, and also because it is difficult for some people to pay for a month's transportation expenses in one lump sum.

Child/student, Visitor Passport and Other
No station had a significant number of riders in any of these categories.

All payment types
The combination of all payment types is the weighted average of the results of the individual types. This aggregation tends to smooth out some of the variations described above.

The number of days used per week for all payment types ranged from 4.2 (at Alewife) to 5.1 (at Davis). The usage rate per day ranged from 2.1 at Alewife to 2.5 at Central. Finally, the weekly usage rates ranged from 9.6 at Alewife to 12.8 at Davis.

Central Segment

Token/Adult cash fare
Token/cash users averaged between 2.7 and 4.0 days of use per week, with Broadway the outlier at the high end. The mean number of rides per day ranged from 2.0 to 2.4. The combination of these two factors yielded an average number of rides per week of between 6.6 and 10.0.

Adult monthly pass
The mean number of days used per week ranged from 5.0 to 5.6. The mean trips per day was above 2.5 for all stations. The derived usage per week was between 13 and 16 trips per week.

Senior citizen/disabled
There were relatively more people in this fare category on the Central Segment compared to the Northern Segment. As with that segment, there was a wide range of usage rates for this fare type from 5.7 trips per week to 12.2.

Child/student, Visitor Passport and Other
No segment had a significant number of riders in these fare categories.

All payment types
The number of days used per week for all payment types ranged from 3.6 (Downtown Crossing) to 4.8 (Broadway). The usage rate per day ranged from 2.3 to 2.5. Finally, the weekly usage rates ranged from 9.5 to 12.2.

Dorchester Branch

Token/Adult cash fare
Token/cash users averaged between 3.6 and 4.5 days of use per week. The mean number of rides per day ranged from 2.0 to 2.5. The combination of these two factors yielded an average number of rides per week of between 8.2 and 12.1.

Adult monthly pass
The rate for monthly pass holders was higher than that for tokens, with the mean number of days used per week averaging 5.5. The mean trips per day ranged between 2.4 and 2.6. The derived usage per week was generally between 13 and 15 trips per week. All of these figures were similar to other parts of the Red Line.

Senior citizen/disabled
Among stations with a significant number of riders in this category, the range of usage rates for this fare type was from 9.5 trips per week to 12.3, with Ashmont at the upper end.

Child/student, Visitor Passport and Other
No segment had a significant number of riders in these fare categories.

All payment types
The number of days used per week for all payment types had a narrow range from 4.9 to 5.1. The usage rate per day ranged from 2.3 to 2.5. Finally, the weekly usage rates ranged from 11.4 to 13.5.

South Shore Branch

Token/Adult cash fare
Token/cash users averaged between 2.9 (at Quincy Adams) and 4.0 (at Wollaston) days of use per week. The mean number of rides per day hovered very close to 2.0. The combination of these two factors yielded an average number of rides per week of between 6.3 and 8.6.

Adult monthly pass
The mean number of days used per week had a narrow range of 5.0 to 5.2. The mean trips per day likewise ranged between 2.1 and 2.3. The derived usage per week was generally between 10 and 12 trips per week. These rates are rather low for monthly pass users, and reflect the high percentage of people who use their passes five days per week, only for commuting.

Senior citizen/disabled
Senior citizens and people with disabilities pay cash fares of 20¢ to board the South Shore Branch, even where the adult cash fare is $1.70. Unlike most parts of the system, there was a narrow range of usage rates for this fare type from 5.3 trips per week to 7.6.

Child/student, Visitor Passport and Other
No station had a significant number of riders in these fare categories.

All payment types

The number of days used per week for all payment types ranged from 4.3 to 4.7. The usage rate per day ranged from 2.0 to 2.2. Finally, the weekly usage rates ranged from 9.0 to 10.8.

DESCRIPTION OF TABLES

Number of Days Used per Week

The upper table categorizes the riders boarding at the station by the number of days per week that the respondent uses rapid transit, from one to seven, or less than one. Each table also shows the percent and cumulative percent of responses for each usage rate.

Usage Rates by Fare Type

The bottom table shows the usage rates for the passengers in each fare payment category. The top row in each fare type contains three numbers: the mean number of days per week that the riders in that fare category used rapid transit, (i.e. a summary of the information provided in the upper table), the number of one-way trips on the day of the survey, and the number of one-way trips during the week of the survey. The mean daily number is calculated directly from the survey responses (question 11 on the survey form), while the weekly number is derived by multiplying (for each response) the daily use by the number of days per week and then taking the average.[9]

The second row in each fare type contains five numbers. The first (leftmost) number is the number of riders using that fare payment method. The second figure is the percentage of riders using that method. The third, fourth and fifth figures are the standard deviations associated with the mean number of days, daily usage and weekly usage respectively. The standard deviation is a statistical measure of the variation of the responses in the sample; the smaller the standard deviation, the more precise the estimate of the mean value. If no standard deviation is shown in fare categories that have riders, there was no variation among the responses in that category.

[9]Note that the first column multiplied by the second column will approximately but not exactly equal the third column. It is not exact because the derived weekly figure is a weighted average calculated response-by-response. In other words, the multiplication of the number of days by the daily usage takes place before the application of the expansion factor.

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Alewife** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	706	9.9%	9.9%
One Day	264	3.7%	13.7%
Two Days	238	3.3%	17.0%
Three Days	425	5.9%	23.0%
Four Days	440	6.1%	29.2%
Five Days	4,178	58.8%	88.1%
Six Days	525	7.3%	95.5%
Seven Days	322	4.5%	100.0%
TOTAL	7,098	100.0%	100.0%
No Answer	20		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	2.8	2.06	6.51
2,234 riders 31.3%	St. Dev.	1.6	0.80	5.68
Adult monthly pass	Mean	5.1	2.20	11.35
4,514 riders 63.4%	St. Dev.	0.7	0.76	5.26
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	2.7	2.05	6.23
323 riders 4.5%	St. Dev.	1.7	0.58	5.11
Child/student	Mean	2.9	2.73	9.43
14 riders 0.2%	St. Dev.	2.5	1.13	11.25
Visitor Passport	Mean	7.0	5.00	35.00
3 riders 0.0%	St. Dev.			
Other	Mean	5.0	2.00	10.00
6 riders 0.0%	St. Dev.			
All payment types	Mean	4.2	2.15	9.60
7,118 riders 100.0%	St. Dev.	1.3	0.77	5.92

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Davis** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	210	3.0%	3.1%
One Day	139	2.0%	5.1%
Two Days	291	4.2%	9.3%
Three Days	369	5.3%	14.7%
Four Days	335	4.8%	19.6%
Five Days	2,643	38.4%	58.0%
Six Days	1,584	23.0%	81.1%
Seven Days	1,298	18.8%	100.0%
TOTAL	6,869	100.0%	100.0%
No Answer	51		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	3.5	2.19	8.40
1,863 riders 26.9%	St. Dev.	1.7	0.92	6.40
Adult monthly pass	Mean	5.7	2.51	14.50
4,869 riders 70.3%	St. Dev.	0.9	0.96	6.98
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	4.3	2.66	12.83
144 riders 2.0%	St. Dev.	1.8	1.32	11.12
Child/student	Mean	4.8	3.00	14.75
22 riders 0.3%	St. Dev.	1.5	1.26	7.57
Visitor Passport	Mean	3.0	5.00	15.00
4 riders 0.0%	St. Dev.			
Other	Mean	4.9	2.92	16.18
8 riders 0.1%	St. Dev.	2.0	1.00	10.97
All payment types	Mean	5.1	2.43	12.82
6,921 riders 100.0%	St. Dev.	1.4	0.97	7.45

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Porter** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	284	3.4%	3.5%
One Day	182	2.2%	5.7%
Two Days	289	3.5%	9.2%
Three Days	536	6.5%	15.7%
Four Days	503	6.1%	21.8%
Five Days	3,303	40.2%	62.1%
Six Days	1,669	20.3%	82.4%
Seven Days	1,447	17.6%	100.0%
TOTAL	8,213	100.0%	100.0%
No Answer	35		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	3.4	2.11	7.90
2,153 riders 26.1%	St. Dev.	1.6	0.90	6.25
Adult monthly pass	Mean	5.6	2.46	13.93
5,794 riders 70.2%	St. Dev.	1.0	1.06	7.48
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	4.5	2.40	11.40
209 riders 2.5%	St. Dev.	1.7	1.19	8.58
Child/student	Mean	5.1	2.59	13.83
46 riders 0.5%	St. Dev.	0.7	0.91	6.03
Visitor Passport	Mean	7.0	1.00	7.00
8 riders 0.1%	St. Dev.			
Other	Mean	6.5	3.17	20.02
29 riders 0.3%	St. Dev.	0.5	1.60	9.20
All payment types	Mean	5.0	2.37	12.31
8,247 riders 100.0%	St. Dev.	1.4	1.03	7.68

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Harvard** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	749	5.8%	5.9%
One Day	479	3.7%	9.6%
Two Days	729	5.6%	15.3%
Three Days	950	7.4%	22.7%
Four Days	983	7.6%	30.4%
Five Days	5,412	42.2%	72.7%
Six Days	1,945	15.1%	87.8%
Seven Days	1,556	12.1%	100.0%
TOTAL	12,803	100.0%	100.0%
No Answer	65		

Usage Rates by Fare Type

Fare Payment Type		Number of Rides Taken		
		Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	Mean	3.2	2.08	7.18
4,505 riders 35.0%	St. Dev.	1.6	0.83	5.42
Adult monthly pass	Mean	5.4	2.44	13.61
7,426 riders 57.7%	St. Dev.	0.9	1.05	7.32
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	3.6	2.19	8.87
753 riders 5.8%	St. Dev.	1.9	1.10	7.84
Child/student	Mean	5.3	2.72	14.62
125 riders 0.9%	St. Dev.	0.7	1.82	10.11
Visitor Passport	Mean	3.5	2.50	8.50
9 riders 0.0%	St. Dev.	2.5	0.50	5.50
Other	Mean	5.2	3.03	17.15
48 riders 0.3%	St. Dev.	0.9	1.74	12.04
All payment types	Mean	4.5	2.31	11.10
12,869 riders 100.0%	St. Dev.	1.5	1.01	7.48

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Central** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	282	4.5%	4.5%
One Day	199	3.1%	7.7%
Two Days	210	3.3%	11.0%
Three Days	433	6.9%	18.0%
Four Days	466	7.4%	25.4%
Five Days	2,428	38.7%	64.2%
Six Days	1,113	17.7%	82.0%
Seven Days	1,129	18.0%	100.0%
TOTAL	6,260	100.0%	100.0%
No Answer	64		

Usage Rates by Fare Type

Fare Payment Type		Number of Rides Taken		
		Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	Mean	3.7	2.31	9.56
2,408 riders 38.0%	St. Dev.	1.7	1.07	7.61
Adult monthly pass	Mean	5.6	2.59	14.73
3,526 riders 55.7%	St. Dev.	0.9	1.12	7.79
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	4.4	2.41	12.15
323 riders 5.1%	St. Dev.	1.8	1.42	11.42
Child/student	Mean	5.0	3.18	15.93
42 riders 0.6%	St. Dev.		1.15	5.74
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	5.8	2.68	15.88
22 riders 0.3%	St. Dev.	0.8	0.82	6.78
All payment types	Mean	4.8	2.48	12.64
6,322 riders 100.0%	St. Dev.	1.5	1.12	8.31

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Kendall** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	446	10.4%	10.4%
One Day	247	5.7%	16.2%
Two Days	313	7.3%	23.6%
Three Days	417	9.7%	33.3%
Four Days	340	7.9%	41.3%
Five Days	1,580	37.0%	78.3%
Six Days	428	10.0%	88.3%
Seven Days	499	11.6%	100.0%
TOTAL	4,270	100.0%	100.0%
No Answer	32		

Usage Rates by Fare Type

Fare Payment Type		Number of Rides Taken: Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	Mean	2.7	2.14	6.82
1,976 riders 45.9%	St. Dev.	1.7	0.98	6.91
Adult monthly pass	Mean	5.3	2.78	15.22
2,146 riders 49.8%	St. Dev.	1.1	1.30	8.86
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	3.6	2.41	9.59
153 riders 3.5%	St. Dev.	1.7	1.31	7.45
Child/student	Mean	6.1	3.06	19.57
10 riders 0.2%	St. Dev.	1.0	1.00	8.98
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	6.0	2.00	12.00
10 riders 0.2%	St. Dev.	1.0		2.00
All payment types	Mean	4.1	2.47	11.15
4,302 riders 100.0%	St. Dev.	1.6	1.20	8.97

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Charles/MGH** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	380	11.7%	11.8%
One Day	115	3.5%	15.4%
Two Days	206	6.3%	21.7%
Three Days	278	8.6%	30.4%
Four Days	206	6.3%	36.8%
Five Days	1,061	32.9%	69.7%
Six Days	481	14.9%	84.6%
Seven Days	496	15.3%	100.0%
TOTAL	3,223	100.0%	100.0%
No Answer	60		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	2.9	2.08	6.83
1,307 riders 39.8%	St. Dev.	1.6	1.02	5.82
Adult monthly pass	Mean	5.5	2.59	14.61
1,675 riders 51.0%	St. Dev.	0.9	1.10	7.50
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	2.5	1.82	5.67
286 riders 8.7%	St. Dev.	1.9	0.83	4.86
Child/student	Mean	5.0	2.00	10.00
5 riders 0.1%	St. Dev.			
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean			
0 riders 0.0%	St. Dev.			
All payment types	Mean	4.2	2.32	10.71
3,282 riders 100.0%	St. Dev.	1.6	1.08	7.76

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Park Street** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	308	17.4%	17.4%
One Day	58	3.2%	20.7%
Two Days	119	6.7%	27.4%
Three Days	109	6.1%	33.6%
Four Days	150	8.4%	42.0%
Five Days	512	28.9%	71.0%
Six Days	205	11.5%	82.5%
Seven Days	309	17.4%	100.0%
TOTAL	1,770	100.0%	100.0%
No Answer	10		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	2.7	2.40	8.21
788 riders 44.2%	St. Dev.	1.8	1.05	8.10
Adult monthly pass	Mean	5.6	2.76	15.94
775 riders 43.5%	St. Dev.	1.0	1.36	9.35
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	3.2	1.71	5.73
211 riders 11.8%	St. Dev.	1.9	0.55	3.91
Child/student	Mean			
0 riders 0.0%	St. Dev.			
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	5.0	2.00	10.00
5 riders 0.3%	St. Dev.			
All payment types	Mean	4.0	2.47	11.29
1,780 riders 100.0%	St. Dev.	1.7	1.19	9.28

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Downtown Crossing** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	699	19.0%	19.1%
One Day	246	6.7%	25.8%
Two Days	270	7.3%	33.2%
Three Days	198	5.4%	38.6%
Four Days	128	3.4%	42.1%
Five Days	1,436	39.1%	81.3%
Six Days	305	8.3%	89.6%
Seven Days	382	10.4%	100.0%
TOTAL	3,664	100.0%	100.0%
No Answer	87		

Usage Rates by Fare Type

Fare Payment Type		Number of Rides Taken: Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	2.7	1.98	6.60
1,671 riders 44.5%	St. Dev.	2.0	1.06	7.38
Adult monthly pass	Mean	5.0	2.67	13.73
1,476 riders 39.3%	St. Dev.	0.9	1.32	8.62
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	2.6	2.04	7.06
520 riders 13.8%	St. Dev.	1.7	1.01	7.25
Child/student	Mean	5.0	1.65	8.26
84 riders 2.2%	St. Dev.		0.48	2.38
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean			
0 riders 0.0%	St. Dev.			
All payment types	Mean	3.6	2.25	9.51
3,752 riders 100.0%	St. Dev.	1.7	1.20	8.51

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **South Station** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	585	9.7%	9.7%
One Day	195	3.2%	13.0%
Two Days	211	3.5%	16.5%
Three Days	410	6.8%	23.3%
Four Days	519	8.6%	31.9%
Five Days	3,137	52.1%	84.1%
Six Days	553	9.2%	93.3%
Seven Days	400	6.6%	100.0%
TOTAL	6,010	100.0%	100.0%
No Answer	25		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	3.0	2.27	7.97
1,854 riders 30.7%	St. Dev.	1.6	1.12	7.62
Adult monthly pass	Mean	5.0	2.54	13.11
3,793 riders 62.8%	St. Dev.	0.8	1.20	7.64
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	2.7	2.16	7.81
341 riders 5.6%	St. Dev.	1.8	1.53	9.67
Child/student	Mean	5.3	3.00	15.66
13 riders 0.2%	St. Dev.	0.5	1.41	6.65
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	6.6	3.00	20.19
22 riders 0.3%	St. Dev.	0.8	1.10	8.54
All payment types	Mean	4.3	2.44	11.30
6,035 riders 100.0%	St. Dev.	1.3	1.20	8.21

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Broadway** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	95	6.6%	6.6%
One Day	36	2.5%	9.2%
Two Days	64	4.4%	13.6%
Three Days	63	4.4%	18.0%
Four Days	113	7.9%	25.9%
Five Days	606	42.3%	68.3%
Six Days	174	12.1%	80.5%
Seven Days	279	19.5%	100.0%
TOTAL	1,430	100.0%	100.0%
No Answer	0		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	4.0	2.24	9.97
610 riders 42.7%	St. Dev.	1.6	0.99	7.59
Adult monthly pass	Mean	5.6	2.50	14.30
629 riders 44.0%	St. Dev.	1.0	0.93	7.06
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	4.7	2.26	12.20
156 riders 10.9%	St. Dev.	1.7	1.18	9.00
Child/student	Mean	5.2	2.40	13.00
14 riders 1.0%	St. Dev.	0.4	1.50	9.27
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	5.0	2.88	14.42
17 riders 1.2%	St. Dev.		0.83	4.16
All payment types	Mean	4.8	2.37	12.21
1,429 riders 100.0%	St. Dev.	1.4	1.00	7.79

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Andrew** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	57	2.3%	2.3%
One Day	26	1.0%	3.4%
Two Days	71	2.9%	6.3%
Three Days	161	6.6%	13.0%
Four Days	129	5.3%	18.3%
Five Days	1,124	46.2%	64.5%
Six Days	446	18.3%	82.8%
Seven Days	418	17.1%	100.0%
TOTAL	2,432	100.0%	100.0%
No Answer	23		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	4.3	2.23	10.11
822 riders 33.4%	St. Dev.	1.4	0.98	6.76
Adult monthly pass	Mean	5.6	2.46	14.13
1,314 riders 53.5%	St. Dev.	0.9	0.97	7.13
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	4.6	2.66	13.45
264 riders 10.7%	St. Dev.	1.6	1.21	10.00
Child/student	Mean	5.8	3.15	18.87
41 riders 1.6%	St. Dev.	0.9	0.86	7.56
Visitor Passport	Mean	0.0	5.00	5.00
6 riders 0.2%	St. Dev.			
Other	Mean	6.0	3.00	18.00
6 riders 0.2%	St. Dev.			
All payment types	Mean	5.0	2.43	12.78
2,454 riders 100.0%	St. Dev.	1.3	1.02	7.64

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **JFK/UMass** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	118	3.4%	3.4%
One Day	105	3.0%	6.5%
Two Days	134	3.9%	10.4%
Three Days	212	6.1%	16.6%
Four Days	244	7.1%	23.8%
Five Days	1,443	42.1%	65.9%
Six Days	645	18.8%	84.8%
Seven Days	521	15.2%	100.0%
TOTAL	3,422	100.0%	100.0%
No Answer	8		

Usage Rates by Fare Type

Fare Payment Type		Number of Rides Taken		
		Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	Mean	3.6	2.14	8.47
1,046 riders 30.4%	St. Dev.	1.6	1.07	7.37
Adult monthly pass	Mean	5.6	2.61	15.00
2,028 riders 59.1%	St. Dev.	0.8	1.15	7.81
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	3.6	2.34	9.50
211 riders 6.1%	St. Dev.	1.8	1.17	8.53
Child/student	Mean	5.7	1.47	8.46
122 riders 3.5%	St. Dev.	0.5	0.50	3.10
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean			
0 riders 0.0%	St. Dev.			
All payment types	Mean	4.9	2.41	12.41
3,430 riders 100.0%	St. Dev.	1.4	1.13	8.20

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Savin Hill** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	72	5.9%	6.0%
One Day	18	1.4%	7.5%
Two Days	15	1.2%	8.7%
Three Days	59	4.9%	13.7%
Four Days	34	2.8%	16.5%
Five Days	605	50.3%	66.9%
Six Days	199	16.5%	83.4%
Seven Days	199	16.5%	100.0%
TOTAL	1,201	100.0%	100.0%
No Answer	0		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	4.2	2.22	10.47
338 riders 28.2%	St. Dev.	1.6	1.31	9.81
Adult monthly pass	Mean	5.6	2.42	13.70
782 riders 65.1%	St. Dev.	0.8	1.03	6.55
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	2.3	2.25	7.33
79 riders 6.6%	St. Dev.	1.8	1.04	8.24
Child/student	Mean			
0 riders 0.0%	St. Dev.			
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean			
0 riders 0.0%	St. Dev.			
All payment types	Mean	5.0	2.35	12.37
1,200 riders 100.0%	St. Dev.	1.2	1.11	7.96

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Fields Corner** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	64	2.0%	2.1%
One Day	0	0.0%	2.1%
Two Days	62	2.0%	4.1%
Three Days	135	4.4%	8.5%
Four Days	160	5.2%	13.8%
Five Days	1,715	56.1%	70.0%
Six Days	383	12.5%	82.5%
Seven Days	534	17.4%	100.0%
TOTAL	3,053	100.0%	100.0%
No Answer	12		

Usage Rates by Fare Type

Fare Payment Type		Number of Rides Taken		
		Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	Mean	4.5	2.51	12.10
659 riders 21.5%	St. Dev.	1.3	1.14	8.44
Adult monthly pass	Mean	5.4	2.58	14.30
2,021 riders 65.9%	St. Dev.	0.9	1.49	10.01
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	4.6	2.07	9.74
242 riders 7.8%	St. Dev.	1.1	0.91	5.88
Child/student	Mean	5.7	2.39	13.94
104 riders 3.4%	St. Dev.	1.0	0.70	5.67
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	5.6	3.26	20.14
37 riders 1.2%	St. Dev.	0.9	2.04	15.45
All payment types	Mean	5.1	2.52	13.52
3,065 riders 100.0%	St. Dev.	1.1	1.37	9.52

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Shawmut** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	19	1.5%	1.6%
One Day	19	1.5%	3.2%
Two Days	34	2.8%	6.0%
Three Days	67	5.5%	11.6%
Four Days	54	4.5%	16.1%
Five Days	693	57.8%	74.0%
Six Days	177	14.7%	88.7%
Seven Days	135	11.2%	100.0%
TOTAL	1,198	100.0%	100.0%
No Answer	0		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	4.1	2.02	8.20
331 riders 27.7%	St. Dev.	1.5	0.59	3.23
Adult monthly pass	Mean	5.3	2.35	12.68
838 riders 70.0%	St. Dev.	0.9	0.94	6.11
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	5.3	2.00	10.59
26 riders 2.2%	St. Dev.	0.5		0.91
Child/student	Mean			
0 riders 0.0%	St. Dev.			
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean			
0 riders 0.0%	St. Dev.			
All payment types	Mean	5.0	2.25	11.39
1,197 riders 100.0%	St. Dev.	1.2	0.85	5.75

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Ashmont** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	107	2.7%	2.7%
One Day	70	1.7%	4.5%
Two Days	38	0.9%	5.5%
Three Days	92	2.3%	7.9%
Four Days	235	6.0%	13.9%
Five Days	2,150	55.0%	68.9%
Six Days	708	18.1%	87.1%
Seven Days	505	12.9%	100.0%
TOTAL	3,905	100.0%	100.0%
No Answer	40		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	4.5	2.45	11.61
1,012 riders 25.6%	St. Dev.	1.4	1.14	7.81
Adult monthly pass	Mean	5.3	2.47	13.59
2,510 riders 63.5%	St. Dev.	0.9	1.10	7.47
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	4.1	2.62	12.27
274 riders 6.9%	St. Dev.	1.6	1.37	10.70
Child/student	Mean	5.6	3.59	20.51
122 riders 3.1%	St. Dev.	0.7	1.36	8.92
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	5.4	2.00	11.26
27 riders 0.6%	St. Dev.	0.8	0.65	5.41
All payment types	Mean	5.0	2.51	13.19
3,947 riders 100.0%	St. Dev.	1.1	1.15	8.01

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Ashmont** **Mattapan Trolley**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	0	0.0%	0.0%
One Day	0	0.0%	0.0%
Two Days	7	5.0%	5.1%
Three Days	18	13.0%	18.1%
Four Days	0	0.0%	18.1%
Five Days	51	36.9%	55.1%
Six Days	20	14.4%	69.6%
Seven Days	42	30.4%	100.0%
TOTAL	138	100.0%	100.0%
No Answer	5		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	5.8	3.59	21.42
35 riders 24.8%	St. Dev.	0.9	1.42	10.57
Adult monthly pass	Mean	4.2	3.38	17.03
28 riders 19.9%	St. Dev.	1.1	1.21	8.31
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	2.0	2.00	4.00
6 riders 4.6%	St. Dev.			
Child/student	Mean			
0 riders 0.0%	St. Dev.			
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	5.5	3.62	21.09
72 riders 50.5%	St. Dev.	1.6	1.66	11.84
All payment types	Mean	5.1	3.49	19.57
142 riders 100.0%	St. Dev.	1.5	1.51	11.27

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Cedar Grove** **Mattapan Trolley**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	13	8.3%	8.3%
One Day	0	0.0%	8.3%
Two Days	0	0.0%	8.3%
Three Days	13	8.3%	16.7%
Four Days	0	0.0%	16.7%
Five Days	112	71.7%	88.5%
Six Days	18	11.5%	100.0%
Seven Days	0	0.0%	100.0%
TOTAL	156	100.0%	100.0%
No Answer	0		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	4.7	1.72	8.22
66 riders 42.6%	St. Dev.	0.9	0.45	2.85
Adult monthly pass	Mean	5.2	2.16	11.16
70 riders 45.0%	St. Dev.	0.4	0.55	2.76
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	5.0	2.00	10.00
6 riders 4.2%	St. Dev.			
Child/student	Mean			
0 riders 0.0%	St. Dev.			
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	0.0	1.00	1.00
12 riders 8.0%	St. Dev.			
All payment types	Mean	4.5	1.87	9.04
155 riders 100.0%	St. Dev.	0.8	0.57	3.80

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Butler** **Mattapan Trolley**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	7	5.5%	5.5%
One Day	0	0.0%	5.5%
Two Days	25	19.6%	25.2%
Three Days	7	5.5%	30.7%
Four Days	0	0.0%	30.7%
Five Days	76	59.8%	90.6%
Six Days	12	9.4%	100.0%
Seven Days	0	0.0%	100.0%
TOTAL	127	100.0%	100.0%
No Answer	0		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	4.2	2.66	11.55
54 riders 43.0%	St. Dev.	1.0	1.40	7.91
Adult monthly pass	Mean	5.1	2.50	12.87
46 riders 37.1%	St. Dev.	0.3	0.71	3.92
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	2.0	2.26	4.53
24 riders 19.7%	St. Dev.		0.44	0.89
Child/student	Mean			
0 riders 0.0%	St. Dev.			
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean			
0 riders 0.0%	St. Dev.			
All payment types	Mean	4.1	2.52	10.65
125 riders 100.0%	St. Dev.	1.3	1.04	6.51

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Milton** **Mattapan Trolley**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	41	9.4%	9.4%
One Day	28	6.4%	15.8%
Two Days	6	1.3%	17.2%
Three Days	31	7.1%	24.3%
Four Days	6	1.3%	25.7%
Five Days	252	57.7%	83.5%
Six Days	66	15.1%	98.6%
Seven Days	6	1.3%	100.0%
TOTAL	436	100.0%	100.0%
No Answer	0		

Usage Rates by Fare Type

Fare Payment Type		Number of Rides Taken		
		Number of Days Used per Week	Day of Survey	Week of Survey (Derived)
Token/Adult cash fare	Mean	2.9	2.35	7.75
153 riders 35.2%	St. Dev.	1.7	1.21	7.61
Adult monthly pass	Mean	5.2	2.29	11.99
257 riders 59.0%	St. Dev.	0.6	0.87	5.18
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	2.8	2.86	14.54
12 riders 2.8%	St. Dev.	2.2	2.00	14.47
Child/student	Mean	5.0	4.00	20.00
6 riders 1.5%	St. Dev.			
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	0.0	2.00	2.00
5 riders 1.3%	St. Dev.			
All payment types	Mean	4.3	2.35	10.56
435 riders 100.0%	St. Dev.	1.3	1.05	7.00

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Central Avenue** **Mattapan Trolley**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	0	0.0%	0.0%
One Day	0	0.0%	0.0%
Two Days	36	9.7%	9.7%
Three Days	13	3.5%	13.2%
Four Days	12	3.2%	16.4%
Five Days	241	64.9%	81.4%
Six Days	45	12.1%	93.5%
Seven Days	24	6.4%	100.0%
TOTAL	371	100.0%	100.0%
No Answer	11		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	3.8	2.07	8.40
76 riders 20.0%	St. Dev.	1.4	0.61	4.69
Adult monthly pass	Mean	5.2	2.27	11.96
256 riders 67.1%	St. Dev.	0.6	0.72	4.44
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	2.5	2.23	5.70
25 riders 6.5%	St. Dev.	1.3	0.42	2.61
Child/student	Mean			
0 riders 0.0%	St. Dev.			
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	4.6	3.07	16.71
24 riders 6.2%	St. Dev.	2.5	1.26	13.22
All payment types	Mean	4.7	2.28	11.14
381 riders 100.0%	St. Dev.	1.2	0.76	5.90

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Valley Road** **Mattapan Trolley**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	0	0.0%	0.0%
One Day	0	0.0%	0.0%
Two Days	0	0.0%	0.0%
Three Days	7	10.7%	10.8%
Four Days	6	9.2%	20.0%
Five Days	52	80.0%	100.0%
Six Days	0	0.0%	100.0%
Seven Days	0	0.0%	100.0%
TOTAL	65	100.0%	100.0%
No Answer	0		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	4.3	2.00	8.54
18 riders 28.2%	St. Dev.	1.0		1.92
Adult monthly pass	Mean	4.9	2.00	9.74
46 riders 71.7%	St. Dev.	0.3		0.66
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean			
0 riders 0.0%	St. Dev.			
Child/student	Mean			
0 riders 0.0%	St. Dev.			
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean			
0 riders 0.0%	St. Dev.			
All payment types	Mean	4.7	2.00	9.40
64 riders 100.0%	St. Dev.	0.6		1.28

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Capen Street** **Mattapan Trolley**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	0	0.0%	0.0%
One Day	12	7.7%	7.8%
Two Days	6	3.8%	11.7%
Three Days	30	19.4%	31.2%
Four Days	12	7.7%	39.0%
Five Days	82	53.2%	92.2%
Six Days	6	3.8%	96.1%
Seven Days	6	3.8%	100.0%
TOTAL	154	100.0%	100.0%
No Answer	0		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	4.0	2.08	8.15
64 riders 42.6%	St. Dev.	1.3	0.29	2.48
Adult monthly pass	Mean	4.9	2.09	10.27
64 riders 42.1%	St. Dev.	0.7	0.29	2.00
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	1.0	1.00	1.00
11 riders 7.5%	St. Dev.			
Child/student	Mean			
0 riders 0.0%	St. Dev.			
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	5.0	5.00	25.00
11 riders 7.5%	St. Dev.			
All payment types	Mean	4.2	2.22	9.78
152 riders 100.0%	St. Dev.	1.4	0.88	5.37

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Mattapan** **Mattapan Trolley**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	51	4.8%	4.9%
One Day	12	1.1%	6.0%
Two Days	13	1.2%	7.3%
Three Days	57	5.4%	12.7%
Four Days	25	2.3%	15.1%
Five Days	578	55.3%	70.5%
Six Days	174	16.6%	87.2%
Seven Days	134	12.8%	100.0%
TOTAL	1,044	100.0%	100.0%
No Answer	18		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	4.3	2.31	10.71
318 riders 29.9%	St. Dev.	1.5	0.98	7.60
Adult monthly pass	Mean	5.3	2.42	13.16
543 riders 51.1%	St. Dev.	0.8	0.88	6.05
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	4.6	1.61	7.96
99 riders 9.3%	St. Dev.	1.2	0.59	4.52
Child/student	Mean			
0 riders 0.0%	St. Dev.			
Visitor Passport	Mean	7.0	3.00	21.00
5 riders 0.5%	St. Dev.			
Other	Mean	4.9	2.38	11.78
94 riders 8.9%	St. Dev.	1.3	0.81	4.83
All payment types	Mean	4.9	2.31	11.86
1,061 riders 100.0%	St. Dev.	1.1	0.91	6.57

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **North Quincy** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	222	5.2%	5.3%
One Day	56	1.3%	6.6%
Two Days	141	3.3%	9.9%
Three Days	185	4.3%	14.3%
Four Days	250	5.9%	20.3%
Five Days	2,732	64.8%	85.1%
Six Days	409	9.7%	94.8%
Seven Days	220	5.2%	100.0%
TOTAL	4,215	100.0%	100.0%
No Answer	29		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	3.8	2.06	8.10
1,186 riders 27.9%	St. Dev.	1.4	0.70	4.85
Adult monthly pass	Mean	5.1	2.12	10.99
2,691 riders 63.4%	St. Dev.	0.7	0.69	4.35
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	3.0	1.75	5.77
281 riders 6.6%	St. Dev.	1.6	0.55	4.04
Child/student	Mean	5.0	1.70	8.98
69 riders 1.6%	St. Dev.	1.3	0.69	4.94
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	5.0	2.00	10.00
9 riders 0.2%	St. Dev.			
All payment types	Mean	4.6	2.07	9.80
4,244 riders 100.0%	St. Dev.	1.1	0.69	4.78

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Usage Rates by Fare Type

Station: **Wollaston** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	133	4.1%	4.2%
One Day	69	2.1%	6.3%
Two Days	55	1.7%	8.0%
Three Days	114	3.5%	11.6%
Four Days	211	6.5%	18.2%
Five Days	2,187	68.2%	86.5%
Six Days	294	9.1%	95.6%
Seven Days	140	4.3%	100.0%
TOTAL	3,203	100.0%	100.0%
No Answer	12		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	4.0	2.05	8.56
869 riders 27.0%	St. Dev.	1.3	0.78	5.29
Adult monthly pass	Mean	5.2	2.16	11.30
2,149 riders 66.8%	St. Dev.	0.6	0.80	5.18
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	2.1	2.02	5.34
168 riders 5.2%	St. Dev.	1.7	0.67	5.11
Child/student	Mean	5.2	2.55	13.69
27 riders 0.8%	St. Dev.	0.8	1.16	7.88
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean			
0 riders 0.0%	St. Dev.			
All payment types	Mean	4.7	2.13	10.27
3,214 riders 100.0%	St. Dev.	1.0	0.79	5.50

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Usage Rates by Fare Type

Station: **Quincy Center** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	214	3.8%	3.8%
One Day	101	1.8%	5.6%
Two Days	138	2.4%	8.1%
Three Days	347	6.2%	14.3%
Four Days	301	5.3%	19.7%
Five Days	3,384	60.6%	80.4%
Six Days	721	12.9%	93.3%
Seven Days	373	6.6%	100.0%
TOTAL	5,579	100.0%	100.0%
No Answer	30		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	3.9	2.04	8.42
1,450 riders 25.8%	St. Dev.	1.4	0.91	6.50
Adult monthly pass	Mean	5.2	2.28	12.09
3,608 riders 64.3%	St. Dev.	0.7	1.06	6.57
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	3.4	2.06	7.65
469 riders 8.3%	St. Dev.	1.7	0.71	5.27
Child/student	Mean	5.7	3.63	21.55
50 riders 0.9%	St. Dev.	1.4	1.32	11.23
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	5.5	2.50	14.00
12 riders 0.2%	St. Dev.	0.5	0.50	4.00
All payment types	Mean	4.7	2.21	10.85
5,609 riders 100.0%	St. Dev.	1.1	1.01	6.83

MBTA Rapid Transit

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Usage Rates by Fare Type

Station: **Quincy Adams** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	276	8.9%	8.9%
One Day	62	2.0%	10.9%
Two Days	95	3.0%	14.0%
Three Days	150	4.8%	18.8%
Four Days	192	6.2%	25.0%
Five Days	2,219	71.6%	96.7%
Six Days	77	2.4%	99.2%
Seven Days	25	0.8%	100.0%
TOTAL	3,096	100.0%	100.0%
No Answer	6		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	2.9	1.96	6.26
892 riders 28.7%	St. Dev.	1.5	0.61	4.24
Adult monthly pass	Mean	5.0	2.10	10.43
2,068 riders 66.6%	St. Dev.	0.4	0.59	3.28
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	2.3	2.04	5.72
117 riders 3.7%	St. Dev.	1.8	0.60	5.11
Child/student	Mean	5.0	1.50	7.50
7 riders 0.2%	St. Dev.		0.50	2.50
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	4.0	2.00	8.09
14 riders 0.4%	St. Dev.	1.0		2.00
All payment types	Mean	4.3	2.05	9.03
3,102 riders 100.0%	St. Dev.	1.0	0.59	4.16

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Usage Rates by Fare Type

Station: **Braintree** **Red Line**

Expanded Results

Number of Days per Week Riders Use MBTA Rapid Transit:

	Number of Riders	Percent of Riders	Cumulative Percentage
Less Than One	143	5.1%	5.2%
One Day	19	0.6%	5.8%
Two Days	49	1.7%	7.6%
Three Days	75	2.7%	10.3%
Four Days	125	4.5%	14.8%
Five Days	2,201	79.2%	94.1%
Six Days	124	4.4%	98.6%
Seven Days	40	1.4%	100.0%
TOTAL	2,776	100.0%	100.0%
No Answer	14		

Usage Rates by Fare Type

Fare Payment Type		Number of Days Used per Week	Number of Rides Taken: Day of Survey	Number of Rides Taken: Week of Survey (Derived)
Token/Adult cash fare	Mean	3.5	2.05	7.60
582 riders 20.8%	St. Dev.	1.4	0.87	5.05
Adult monthly pass	Mean	5.0	2.13	10.79
2,078 riders 74.4%	St. Dev.	0.4	0.74	4.17
10-ride ticket	Mean			
0 riders 0.0%	St. Dev.			
Senior citizen/disabled	Mean	2.8	2.07	6.12
91 riders 3.2%	St. Dev.	1.4	0.60	4.39
Child/student	Mean	3.3	2.00	7.33
8 riders 0.3%	St. Dev.	1.4		3.77
Visitor Passport	Mean			
0 riders 0.0%	St. Dev.			
Other	Mean	4.7	2.28	10.85
19 riders 0.7%	St. Dev.	0.5	1.16	6.01
All payment types	Mean	4.6	2.11	9.94
2,791 riders 100.0%	St. Dev.	0.8	0.77	4.64

7. Automobile Availability Data

Three questions on the survey form were related to the issue of the availability of an automobile (13, 14 and 19). These tables summarize the information collected from these questions.

OVERVIEW OF RESULTS

Licensed Drivers

Northern Segment

The vast majority of passengers at all Northern Segment stations were licensed drivers. The percentage was above 85% for all six stations and rose as high as 95% at Alewife. The station at the low end of the range was Central.

Central Segment

The percentage of licensed drivers at Central Segment stations was similar to the northern segment, except at Broadway, where only 81% of riders had a driver's license.

Dorchester Branch

The percentages for the Dorchester Branch were somewhat lower, ranging from 72% (at Fields Corner) to 88% (at Shawmut), with wider variations on the Mattapan Trolley, due to smaller sample sizes.

South Shore Branch

The South Shore Branch had relatively high percentages of licensed drivers, as well as other automobile-related characteristics, because many boarding passengers had driven to the station. At Quincy Adams, 98% of passengers had a license, and the only station below 92% was Quincy Center (84%) reflecting the large amount of bus access there.

Riders with Automobile Available for Trip

Northern Segment

At most northern Red Line stations, roughly 50% of passengers had an automobile available for their trip. Only Alewife was above this range, at 77%, because most of those boarding passengers had driven in from suburban locations, and therefore had a car available.

Central Segment

Between 50% and 60% of Central Segment passengers had an automobile available for their trip. As with driver's licenses, Broadway had a somewhat lower percentage at 45%.

Dorchester Branch

A lower percentage of riders on the Dorchester Branch had a vehicle available for their trip, compared to the rest of the Red Line. The percentages ranged from 42% to 47%, with Shawmut at 58%. As with licensing, there was a wide range on the Mattapan Trolley, from 20% at Ashmont to 82% at Valley Road.

South Shore Branch

Auto availability rates were high at South Shore stations. They ranged from 60% at Quincy Center to 94% at Quincy Adams.

Vehicles Owned per Household

Northern Segment

At all stations, between 84% and 96% of households owned either zero, one or two vehicles. Only Alewife had relatively few people owning zero vehicles (6%), while the other stations were in the vicinity of 25%. The station with the highest percentage of zero-vehicle households was Central (35%).

Central Segment

Auto ownership rates were slightly lower for the Central Segment than for the Northern Segment, reflecting the presence of residents of downtown neighborhoods, who tend to own fewer cars than suburban households. South Station was the exception, since many of the passengers boarding there had transferred from commuter rail (and thus were from the suburbs).

Dorchester Branch

The auto ownership rates for the Dorchester and Mattapan area were slightly lower than for the rest of the Red Line. Between 22% and 34% of Dorchester Branch riders' households had no vehicles available (0% to 31% on the Trolley), while only 6% to 8% had more than two vehicles.

South Shore Branch

Relatively few riders owned no vehicles, ranging from 1% at Quincy Adams to 15% at Quincy Center. Between 11% to 24% of riders boarding the South Shore Branch owned three or more vehicles.

Vehicles Owned per Capita

Northern Segment

The transformation of household-based numbers to per capita numbers tended to spread the responses over a greater number of categories. The "No vehicles" category was the same (in absolute numbers, but in some cases differed in percent if there were more "No answers"). Among the other categories, the most relevant break point is whether there is more or less than 1.0 vehicle per capita. By this criterion, there is quite a bit of variation across the stations. At Alewife, only 60% of respondents owned less than one vehicle per capita; this is very much in line with the high percentage of people with an automobile available for their trip. At all other stations, however, at least 70% of respondents owned less than one vehicle per capita, up to 78% at Central.

Central Segment

By the vehicles per capita measure, the Central Segment exhibits auto ownership rates similar to the Northern Segment. Between 71% and 77% of riders' households owned less than 1.0 vehicles per capita, except for South Station (65%).

Dorchester Branch

Roughly 80% of Dorchester Branch households had less than 1.0 vehicles per capita. Note also that the mean household size was larger for the Dorchester Branch than for the rest of the Red Line.

South Shore Branch

As with the other measures of auto availability, the vehicles per capita measure shows South Shore riders to have more access to cars than the rest of the Red

Line (and most of the rest of the system). Only 46% to 68% of passengers had less than 1.0 vehicles per capita.

DESCRIPTION OF TABLES

Licensed Drivers

This table shows the number and percent of riders with and without driver's licenses. Respondents who did not answer the question are accounted for in the "No answer" row and are not included in the percentage calculations.

Riders with Automobile Available for Trip

This table shows the number and percent of riders who claimed to have an automobile available for the trip. This question was not intended to get at the issue of whether they owned a vehicle, or even whether they could drive. It was merely intended to find out if they had the option of using an automobile for this trip, as driver or passenger. Some passengers that did not have licenses reported that they did have cars available, presumably meaning that others could have driven them. Respondents who did not answer the question are accounted for in the "No answer" row and are not included in the percentage calculations.

Vehicles Owned per Household

Question 19 on the survey form explicitly asked how many vehicles (including cars and light-duty trucks) were owned by the respondent's household. The question was phrased this way to allow comparison to data from the US Census, so that, for instance, it would be possible to say whether MBTA riders had more or fewer vehicles on average than the population in general. This table shows the number and percent of riders whose household owned no vehicles up through 5 or more vehicles. The cumulative percentage is also provided. Respondents who did not answer the question are accounted for in the "No answer" row and are not included in the percentage calculations.

Vehicles Owned per Capita

This table shows the results of dividing the number of vehicles each respondent claimed to own by the number of people in their household (question 17). These figures of vehicles per capita give a better indication of the availability of a car to the MBTA rider. The table shows the number and percent of riders whose per capita ownership rates fell into one of six categories and the cumulative percent. Respondents who did not answer either question 17 or question 19 are accounted for in the "No answer" row and are not included in the percentage calculations. The mean household size is printed at the bottom of the table for reference.

MBTA Rapid Transit
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Automobile Availability Data

Station: **Alewife** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	6,721	95.0%
Not Licensed	353	5.0%
TOTAL	7,074	100.0%
No Answer	44	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	5,440	76.7%
No Auto Available	1,655	23.3%
TOTAL	7,095	100.0%
No Answer	23	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	419	5.9%	6.0%
One Vehicle	2,397	34.1%	40.1%
Two Vehicles	3,090	43.9%	84.0%
Three Vehicles	840	11.9%	96.0%
Four Vehicles	223	3.1%	99.1%
Five or More Vehicles	60	0.8%	100.0%
TOTAL	7,029	100.0%	100.0%
No Answer	89		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	419	5.9%	6.0%
Less than 0.5 Vehicles	1,011	14.4%	20.4%
0.5 to 0.99 Vehicles	2,777	39.6%	60.1%
1.0 to 1.49 Vehicles	2,583	36.9%	97.1%
1.5 to 1.99 Vehicles	123	1.7%	98.8%
2.0 or More Vehicles	83	1.1%	100.0%
TOTAL	6,996	100.0%	100.0%
No Answer	122		

Mean Household Size 2.76

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Automobile Availability Data

Station: **Davis** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	6,165	89.6%
Not Licensed	718	10.4%
TOTAL	6,883	100.0%
No Answer	38	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	3,453	50.1%
No Auto Available	3,442	49.9%
TOTAL	6,895	100.0%
No Answer	26	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	1,634	24.1%	24.1%
One Vehicle	3,090	45.6%	69.7%
Two Vehicles	1,481	21.8%	91.6%
Three Vehicles	424	6.2%	97.8%
Four Vehicles	133	1.9%	99.8%
Five or More Vehicles	13	0.1%	100.0%
TOTAL	6,775	100.0%	100.0%
No Answer	145		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	1,634	24.1%	24.2%
Less than 0.5 Vehicles	1,066	15.7%	40.0%
0.5 to 0.99 Vehicles	2,421	35.8%	75.8%
1.0 to 1.49 Vehicles	1,544	22.8%	98.6%
1.5 to 1.99 Vehicles	43	0.6%	99.3%
2.0 or More Vehicles	50	0.7%	100.0%
TOTAL	6,758	100.0%	100.0%
No Answer	162		

Mean Household Size 2.53

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1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Porter** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	7,398	90.4%
Not Licensed	786	9.6%
TOTAL	8,184	100.0%
No Answer	63	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	4,182	51.1%
No Auto Available	4,008	48.9%
TOTAL	8,190	100.0%
No Answer	57	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	2,067	25.3%	25.3%
One Vehicle	3,623	44.3%	69.7%
Two Vehicles	2,005	24.5%	94.2%
Three Vehicles	374	4.5%	98.8%
Four Vehicles	71	0.8%	99.7%
Five or More Vehicles	27	0.3%	100.0%
TOTAL	8,167	100.0%	100.0%
No Answer	79		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	2,067	25.3%	25.4%
Less than 0.5 Vehicles	1,252	15.3%	40.8%
0.5 to 0.99 Vehicles	2,607	32.0%	72.8%
1.0 to 1.49 Vehicles	2,077	25.5%	98.3%
1.5 to 1.99 Vehicles	81	0.9%	99.3%
2.0 or More Vehicles	55	0.6%	100.0%
TOTAL	8,139	100.0%	100.0%
No Answer	109		

Mean Household Size 2.46

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Harvard** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	11,256	88.4%
Not Licensed	1,472	11.6%
TOTAL	12,728	100.0%
No Answer	141	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	6,249	48.8%
No Auto Available	6,559	51.2%
TOTAL	12,808	100.0%
No Answer	61	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	3,555	28.0%	28.0%
One Vehicle	5,605	44.1%	72.2%
Two Vehicles	2,658	20.9%	93.2%
Three Vehicles	582	4.5%	97.7%
Four Vehicles	208	1.6%	99.4%
Five or More Vehicles	78	0.6%	100.0%
TOTAL	12,686	100.0%	100.0%
No Answer	183		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	3,555	28.2%	28.2%
Less than 0.5 Vehicles	1,733	13.7%	42.0%
0.5 to 0.99 Vehicles	3,837	30.4%	72.4%
1.0 to 1.49 Vehicles	3,318	26.3%	98.8%
1.5 to 1.99 Vehicles	45	0.3%	99.1%
2.0 or More Vehicles	112	0.8%	100.0%
TOTAL	12,600	100.0%	100.0%
No Answer	270		
Mean Household Size	2.36		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Central** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	5,345	85.1%
Not Licensed	936	14.9%
TOTAL	6,281	100.0%
No Answer	42	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	2,740	43.6%
No Auto Available	3,538	56.4%
TOTAL	6,278	100.0%
No Answer	44	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	2,195	35.0%	35.0%
One Vehicle	2,689	42.9%	78.0%
Two Vehicles	1,125	17.9%	95.9%
Three Vehicles	160	2.5%	98.5%
Four Vehicles	65	1.0%	99.5%
Five or More Vehicles	30	0.4%	100.0%
TOTAL	6,264	100.0%	100.0%
No Answer	59		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	2,195	35.1%	35.1%
Less than 0.5 Vehicles	922	14.7%	49.8%
0.5 to 0.99 Vehicles	1,750	27.9%	77.8%
1.0 to 1.49 Vehicles	1,362	21.7%	99.6%
1.5 to 1.99 Vehicles	10	0.1%	99.8%
2.0 or More Vehicles	14	0.2%	100.0%
TOTAL	6,253	100.0%	100.0%
No Answer	69		
Mean Household Size	2.39		

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Kendall** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	3,788	88.9%
Not Licensed	472	11.1%
TOTAL	4,260	100.0%
No Answer	42	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	2,114	49.4%
No Auto Available	2,164	50.6%
TOTAL	4,278	100.0%
No Answer	24	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	1,060	25.1%	25.2%
One Vehicle	1,720	40.8%	66.0%
Two Vehicles	1,084	25.7%	91.8%
Three Vehicles	262	6.2%	98.0%
Four Vehicles	54	1.2%	99.3%
Five or More Vehicles	29	0.6%	100.0%
TOTAL	4,209	100.0%	100.0%
No Answer	95		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	1,060	25.4%	25.4%
Less than 0.5 Vehicles	591	14.1%	39.6%
0.5 to 0.99 Vehicles	1,295	31.0%	70.7%
1.0 to 1.49 Vehicles	1,086	26.0%	96.7%
1.5 to 1.99 Vehicles	51	1.2%	98.0%
2.0 or More Vehicles	85	2.0%	100.0%
TOTAL	4,168	100.0%	100.0%
No Answer	134		

Mean Household Size 2.40

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Charles/MGH** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	3,018	92.8%
Not Licensed	235	7.2%
TOTAL	3,253	100.0%
No Answer	30	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	1,576	48.4%
No Auto Available	1,677	51.6%
TOTAL	3,253	100.0%
No Answer	30	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	1,092	34.2%	34.2%
One Vehicle	1,386	43.4%	77.7%
Two Vehicles	568	17.8%	95.5%
Three Vehicles	96	3.0%	98.5%
Four Vehicles	49	1.5%	100.0%
Five or More Vehicles	0	0.0%	100.0%
TOTAL	3,191	100.0%	100.0%
No Answer	91		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	1,092	34.3%	34.4%
Less than 0.5 Vehicles	369	11.6%	46.0%
0.5 to 0.99 Vehicles	951	29.9%	75.9%
1.0 to 1.49 Vehicles	726	22.8%	98.7%
1.5 to 1.99 Vehicles	14	0.4%	99.2%
2.0 or More Vehicles	27	0.8%	100.0%
TOTAL	3,179	100.0%	100.0%
No Answer	102		

Mean Household Size 2.18

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Park Street** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	1,561	88.5%
Not Licensed	203	11.5%
TOTAL	1,764	100.0%
No Answer	16	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	1,055	59.3%
No Auto Available	725	40.7%
TOTAL	1,780	100.0%
No Answer	0	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	389	22.1%	22.2%
One Vehicle	531	30.2%	52.5%
Two Vehicles	654	37.3%	89.8%
Three Vehicles	163	9.2%	99.1%
Four Vehicles	16	0.9%	100.0%
Five or More Vehicles	0	0.0%	100.0%
TOTAL	1,753	100.0%	100.0%
No Answer	26		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	389	22.2%	22.3%
Less than 0.5 Vehicles	239	13.6%	35.9%
0.5 to 0.99 Vehicles	618	35.3%	71.3%
1.0 to 1.49 Vehicles	485	27.7%	99.1%
1.5 to 1.99 Vehicles	6	0.3%	99.4%
2.0 or More Vehicles	10	0.5%	100.0%
TOTAL	1,747	100.0%	100.0%
No Answer	32		

Mean Household Size 2.71

CTPS
8/29/97

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Downtown Crossing** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	3,160	84.6%
Not Licensed	577	15.4%
TOTAL	3,737	100.0%
No Answer	14	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	2,016	54.3%
No Auto Available	1,696	45.7%
TOTAL	3,712	100.0%
No Answer	40	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	1,041	28.1%	28.2%
One Vehicle	1,308	35.3%	63.5%
Two Vehicles	1,122	30.3%	93.9%
Three Vehicles	183	4.9%	98.8%
Four Vehicles	15	0.4%	99.2%
Five or More Vehicles	29	0.7%	100.0%
TOTAL	3,698	100.0%	100.0%
No Answer	54		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	1,041	28.8%	28.8%
Less than 0.5 Vehicles	513	14.2%	43.0%
0.5 to 0.99 Vehicles	1,110	30.7%	73.8%
1.0 to 1.49 Vehicles	878	24.3%	98.1%
1.5 to 1.99 Vehicles	26	0.7%	98.8%
2.0 or More Vehicles	44	1.2%	100.0%
TOTAL	3,612	100.0%	100.0%
No Answer	141		

Mean Household Size 2.62

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **South Station** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	5,574	93.7%
Not Licensed	375	6.3%
TOTAL	5,949	100.0%
No Answer	85	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	3,688	61.4%
No Auto Available	2,323	38.6%
TOTAL	6,011	100.0%
No Answer	24	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	848	14.2%	14.3%
One Vehicle	2,009	33.7%	48.0%
Two Vehicles	2,381	40.0%	88.0%
Three Vehicles	384	6.4%	94.5%
Four Vehicles	262	4.4%	98.9%
Five or More Vehicles	66	1.1%	100.0%
TOTAL	5,950	100.0%	100.0%
No Answer	84		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	848	14.2%	14.3%
Less than 0.5 Vehicles	838	14.1%	28.4%
0.5 to 0.99 Vehicles	2,173	36.5%	65.0%
1.0 to 1.49 Vehicles	1,930	32.4%	97.4%
1.5 to 1.99 Vehicles	18	0.3%	97.7%
2.0 or More Vehicles	134	2.2%	100.0%
TOTAL	5,941	100.0%	100.0%
No Answer	93		

Mean Household Size 2.68

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Broadway** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	1,129	80.9%
Not Licensed	267	19.1%
TOTAL	1,396	100.0%
No Answer	33	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	639	45.0%
No Auto Available	781	55.0%
TOTAL	1,420	100.0%
No Answer	10	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	437	31.3%	31.3%
One Vehicle	518	37.1%	68.5%
Two Vehicles	307	22.0%	90.5%
Three Vehicles	78	5.5%	96.1%
Four Vehicles	39	2.7%	98.9%
Five or More Vehicles	15	1.0%	100.0%
TOTAL	1,394	100.0%	100.0%
No Answer	35		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	437	31.4%	31.4%
Less than 0.5 Vehicles	244	17.5%	49.0%
0.5 to 0.99 Vehicles	396	28.4%	77.4%
1.0 to 1.49 Vehicles	286	20.5%	98.0%
1.5 to 1.99 Vehicles	3	0.2%	98.2%
2.0 or More Vehicles	25	1.7%	100.0%
TOTAL	1,391	100.0%	100.0%
No Answer	38		

Mean Household Size 2.56

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Andrew** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	1,833	75.2%
Not Licensed	605	24.8%
TOTAL	2,438	100.0%
No Answer	16	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	1,058	43.1%
No Auto Available	1,396	56.9%
TOTAL	2,454	100.0%
No Answer	0	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	834	34.4%	34.4%
One Vehicle	999	41.2%	75.7%
Two Vehicles	424	17.5%	93.2%
Three Vehicles	110	4.5%	97.8%
Four Vehicles	45	1.8%	99.6%
Five or More Vehicles	9	0.3%	100.0%
TOTAL	2,421	100.0%	100.0%
No Answer	32		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	834	34.7%	34.8%
Less than 0.5 Vehicles	405	16.8%	51.6%
0.5 to 0.99 Vehicles	695	28.9%	80.6%
1.0 to 1.49 Vehicles	431	17.9%	98.6%
1.5 to 1.99 Vehicles	9	0.3%	99.0%
2.0 or More Vehicles	25	1.0%	100.0%
TOTAL	2,399	100.0%	100.0%
No Answer	55		

Mean Household Size 2.65

CTPS
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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **JFK/UMass** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	2,811	82.2%
Not Licensed	607	17.8%
TOTAL	3,418	100.0%
No Answer	11	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	1,467	42.8%
No Auto Available	1,964	57.2%
TOTAL	3,431	100.0%
No Answer	0	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	984	29.1%	29.2%
One Vehicle	1,385	41.0%	70.2%
Two Vehicles	758	22.4%	92.7%
Three Vehicles	113	3.3%	96.1%
Four Vehicles	81	2.4%	98.5%
Five or More Vehicles	52	1.5%	100.0%
TOTAL	3,373	100.0%	100.0%
No Answer	57		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	984	29.9%	30.0%
Less than 0.5 Vehicles	749	22.8%	52.8%
0.5 to 0.99 Vehicles	877	26.7%	79.5%
1.0 to 1.49 Vehicles	629	19.1%	98.7%
1.5 to 1.99 Vehicles	16	0.4%	99.2%
2.0 or More Vehicles	27	0.8%	100.0%
TOTAL	3,282	100.0%	100.0%
No Answer	148		
Mean Household Size	2.99		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Savin Hill** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	1,000	84.6%
Not Licensed	182	15.4%
TOTAL	1,182	100.0%
No Answer	18	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	554	46.5%
No Auto Available	638	53.5%
TOTAL	1,192	100.0%
No Answer	9	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	324	27.1%	27.2%
One Vehicle	575	48.1%	75.4%
Two Vehicles	216	18.1%	93.5%
Three Vehicles	42	3.5%	97.0%
Four Vehicles	28	2.3%	99.3%
Five or More Vehicles	8	0.6%	100.0%
TOTAL	1,193	100.0%	100.0%
No Answer	9		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	324	27.4%	27.4%
Less than 0.5 Vehicles	241	20.3%	47.8%
0.5 to 0.99 Vehicles	296	25.0%	72.8%
1.0 to 1.49 Vehicles	312	26.3%	99.2%
1.5 to 1.99 Vehicles	0	0.0%	99.2%
2.0 or More Vehicles	9	0.7%	100.0%
TOTAL	1,182	100.0%	100.0%
No Answer	18		

Mean Household Size 2.50

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Fields Corner** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	2,203	72.8%
Not Licensed	825	27.2%
TOTAL	3,028	100.0%
No Answer	37	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	1,293	42.9%
No Auto Available	1,724	57.1%
TOTAL	3,017	100.0%
No Answer	49	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	917	30.9%	31.0%
One Vehicle	1,197	40.4%	71.4%
Two Vehicles	681	22.9%	94.4%
Three Vehicles	153	5.1%	99.6%
Four Vehicles	13	0.4%	100.0%
Five or More Vehicles	0	0.0%	100.0%
TOTAL	2,961	100.0%	100.0%
No Answer	105		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	917	31.3%	31.4%
Less than 0.5 Vehicles	741	25.3%	56.7%
0.5 to 0.99 Vehicles	687	23.4%	80.2%
1.0 to 1.49 Vehicles	566	19.3%	99.6%
1.5 to 1.99 Vehicles	13	0.4%	100.0%
2.0 or More Vehicles	0	0.0%	100.0%
TOTAL	2,924	100.0%	100.0%
No Answer	142		

Mean Household Size	2.87

CTPS
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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Shawmut** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	1,055	88.1%
Not Licensed	142	11.9%
TOTAL	1,197	100.0%
No Answer	0	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	690	58.1%
No Auto Available	498	41.9%
TOTAL	1,188	100.0%
No Answer	9	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	260	22.0%	22.1%
One Vehicle	468	39.6%	61.7%
Two Vehicles	387	32.8%	94.6%
Three Vehicles	64	5.4%	100.0%
Four Vehicles	0	0.0%	100.0%
Five or More Vehicles	0	0.0%	100.0%
TOTAL	1,179	100.0%	100.0%
No Answer	18		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	260	22.0%	22.1%
Less than 0.5 Vehicles	279	23.6%	45.7%
0.5 to 0.99 Vehicles	424	35.9%	81.7%
1.0 to 1.49 Vehicles	207	17.5%	99.2%
1.5 to 1.99 Vehicles	0	0.0%	99.2%
2.0 or More Vehicles	9	0.7%	100.0%
TOTAL	1,179	100.0%	100.0%
No Answer	18		

Mean Household Size 3.04

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Ashmont** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	3,125	80.1%
Not Licensed	774	19.9%
TOTAL	3,899	100.0%
No Answer	48	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	1,790	45.7%
No Auto Available	2,127	54.3%
TOTAL	3,917	100.0%
No Answer	30	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	976	25.7%	25.7%
One Vehicle	1,665	43.8%	69.6%
Two Vehicles	835	22.0%	91.6%
Three Vehicles	210	5.5%	97.2%
Four Vehicles	61	1.6%	98.8%
Five or More Vehicles	47	1.2%	100.0%
TOTAL	3,794	100.0%	100.0%
No Answer	153		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	976	26.0%	26.0%
Less than 0.5 Vehicles	1,117	29.8%	55.9%
0.5 to 0.99 Vehicles	1,070	28.5%	84.4%
1.0 to 1.49 Vehicles	525	14.0%	98.4%
1.5 to 1.99 Vehicles	29	0.7%	99.2%
2.0 or More Vehicles	30	0.8%	100.0%
TOTAL	3,747	100.0%	100.0%
No Answer	200		

Mean Household Size 3.16

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Ashmont** **Mattapan Trolley**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	71	51.8%
Not Licensed	66	48.2%
TOTAL	137	100.0%
No Answer	5	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	27	19.7%
No Auto Available	110	80.3%
TOTAL	137	100.0%
No Answer	5	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	43	31.3%	31.4%
One Vehicle	41	29.9%	61.3%
Two Vehicles	36	26.2%	87.6%
Three Vehicles	0	0.0%	87.6%
Four Vehicles	17	12.4%	100.0%
Five or More Vehicles	0	0.0%	100.0%
TOTAL	137	100.0%	100.0%
No Answer	5		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	43	31.3%	31.4%
Less than 0.5 Vehicles	65	47.4%	78.8%
0.5 to 0.99 Vehicles	17	12.4%	91.2%
1.0 to 1.49 Vehicles	12	8.7%	100.0%
1.5 to 1.99 Vehicles	0	0.0%	100.0%
2.0 or More Vehicles	0	0.0%	100.0%
TOTAL	137	100.0%	100.0%
No Answer	5		

Mean Household Size 3.90

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Cedar Grove** **Mattapan Trolley**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	131	84.5%
Not Licensed	24	15.5%
TOTAL	155	100.0%
No Answer	0	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	48	30.8%
No Auto Available	108	69.2%
TOTAL	156	100.0%
No Answer	0	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	30	19.2%	19.2%
One Vehicle	106	67.9%	87.2%
Two Vehicles	13	8.3%	95.5%
Three Vehicles	7	4.4%	100.0%
Four Vehicles	0	0.0%	100.0%
Five or More Vehicles	0	0.0%	100.0%
TOTAL	156	100.0%	100.0%
No Answer	0		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	30	19.3%	19.4%
Less than 0.5 Vehicles	59	38.0%	57.4%
0.5 to 0.99 Vehicles	48	30.9%	88.4%
1.0 to 1.49 Vehicles	18	11.6%	100.0%
1.5 to 1.99 Vehicles	0	0.0%	100.0%
2.0 or More Vehicles	0	0.0%	100.0%
TOTAL	155	100.0%	100.0%
No Answer	0		
Mean Household Size	2.46		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Butler** **Mattapan Trolley**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	120	95.2%
Not Licensed	6	4.8%
TOTAL	126	100.0%
No Answer	0	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	62	49.2%
No Auto Available	64	50.8%
TOTAL	126	100.0%
No Answer	0	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	23	18.4%	18.4%
One Vehicle	73	58.4%	76.8%
Two Vehicles	23	18.4%	95.2%
Three Vehicles	0	0.0%	95.2%
Four Vehicles	6	4.8%	100.0%
Five or More Vehicles	0	0.0%	100.0%
TOTAL	125	100.0%	100.0%
No Answer	0		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	23	19.4%	19.5%
Less than 0.5 Vehicles	29	24.5%	44.1%
0.5 to 0.99 Vehicles	24	20.3%	64.4%
1.0 to 1.49 Vehicles	42	35.5%	100.0%
1.5 to 1.99 Vehicles	0	0.0%	100.0%
2.0 or More Vehicles	0	0.0%	100.0%
TOTAL	118	100.0%	100.0%
No Answer	6		

Mean Household Size 2.43

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Milton** **Mattapan Trolley**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	351	80.5%
Not Licensed	85	19.5%
TOTAL	436	100.0%
No Answer	0	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	213	49.5%
No Auto Available	217	50.5%
TOTAL	430	100.0%
No Answer	6	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	122	29.1%	29.2%
One Vehicle	160	38.2%	67.5%
Two Vehicles	77	18.4%	85.9%
Three Vehicles	53	12.6%	98.6%
Four Vehicles	0	0.0%	98.6%
Five or More Vehicles	6	1.4%	100.0%
TOTAL	418	100.0%	100.0%
No Answer	18		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	122	29.1%	29.1%
Less than 0.5 Vehicles	53	12.6%	41.8%
0.5 to 0.99 Vehicles	125	29.8%	71.6%
1.0 to 1.49 Vehicles	100	23.8%	95.5%
1.5 to 1.99 Vehicles	6	1.4%	96.9%
2.0 or More Vehicles	13	3.1%	100.0%
TOTAL	419	100.0%	100.0%
No Answer	18		

Mean Household Size	2.50

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Central Avenue** **Mattapan Trolley**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	293	79.2%
Not Licensed	77	20.8%
TOTAL	370	100.0%
No Answer	11	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	201	54.3%
No Auto Available	169	45.7%
TOTAL	370	100.0%
No Answer	11	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	90	24.7%	24.7%
One Vehicle	174	47.8%	72.5%
Two Vehicles	53	14.5%	87.1%
Three Vehicles	29	7.9%	95.1%
Four Vehicles	18	4.9%	100.0%
Five or More Vehicles	0	0.0%	100.0%
TOTAL	364	100.0%	100.0%
No Answer	17		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	90	24.6%	24.7%
Less than 0.5 Vehicles	84	23.0%	47.7%
0.5 to 0.99 Vehicles	128	35.0%	82.7%
1.0 to 1.49 Vehicles	63	17.2%	100.0%
1.5 to 1.99 Vehicles	0	0.0%	100.0%
2.0 or More Vehicles	0	0.0%	100.0%
TOTAL	365	100.0%	100.0%
No Answer	17		
Mean Household Size	2.77		

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Valley Road** **Mattapan Trolley**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	65	100.0%
Not Licensed	0	0.0%
TOTAL	65	100.0%
No Answer	0	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	53	81.5%
No Auto Available	12	18.5%
TOTAL	65	100.0%
No Answer	0	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	0	0.0%	0.0%
One Vehicle	42	63.6%	63.6%
Two Vehicles	18	27.2%	90.9%
Three Vehicles	0	0.0%	90.9%
Four Vehicles	6	9.0%	100.0%
Five or More Vehicles	0	0.0%	100.0%
TOTAL	66	100.0%	100.0%
No Answer	0		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	0	0.0%	0.0%
Less than 0.5 Vehicles	12	18.4%	18.5%
0.5 to 0.99 Vehicles	29	44.6%	63.1%
1.0 to 1.49 Vehicles	24	36.9%	100.0%
1.5 to 1.99 Vehicles	0	0.0%	100.0%
2.0 or More Vehicles	0	0.0%	100.0%
TOTAL	65	100.0%	100.0%
No Answer	0		

Mean Household Size 2.44

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Capen Street** **Mattapan Trolley**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	140	91.5%
Not Licensed	13	8.5%
TOTAL	153	100.0%
No Answer	0	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	82	53.6%
No Auto Available	71	46.4%
TOTAL	153	100.0%
No Answer	0	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	12	8.5%	8.5%
One Vehicle	87	61.7%	70.2%
Two Vehicles	30	21.2%	91.5%
Three Vehicles	12	8.5%	100.0%
Four Vehicles	0	0.0%	100.0%
Five or More Vehicles	0	0.0%	100.0%
TOTAL	141	100.0%	100.0%
No Answer	11		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	12	8.5%	8.5%
Less than 0.5 Vehicles	71	50.3%	58.9%
0.5 to 0.99 Vehicles	35	24.8%	83.7%
1.0 to 1.49 Vehicles	23	16.3%	100.0%
1.5 to 1.99 Vehicles	0	0.0%	100.0%
2.0 or More Vehicles	0	0.0%	100.0%
TOTAL	141	100.0%	100.0%
No Answer	11		

Mean Household Size 3.40

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Mattapan** **Mattapan Trolley**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	726	72.1%
Not Licensed	281	27.9%
TOTAL	1,007	100.0%
No Answer	54	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	362	34.9%
No Auto Available	674	65.1%
TOTAL	1,036	100.0%
No Answer	24	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	302	32.2%	32.3%
One Vehicle	341	36.4%	68.7%
Two Vehicles	179	19.1%	87.8%
Three Vehicles	67	7.1%	95.0%
Four Vehicles	13	1.3%	96.4%
Five or More Vehicles	34	3.6%	100.0%
TOTAL	936	100.0%	100.0%
No Answer	125		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	302	32.6%	32.7%
Less than 0.5 Vehicles	232	25.1%	57.8%
0.5 to 0.99 Vehicles	266	28.7%	86.6%
1.0 to 1.49 Vehicles	118	12.7%	99.4%
1.5 to 1.99 Vehicles	6	0.6%	100.0%
2.0 or More Vehicles	0	0.0%	100.0%
TOTAL	924	100.0%	100.0%
No Answer	137		

Mean Household Size 3.19

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **North Quincy** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	3,865	91.6%
Not Licensed	355	8.4%
TOTAL	4,220	100.0%
No Answer	23	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	2,952	69.7%
No Auto Available	1,281	30.3%
TOTAL	4,233	100.0%
No Answer	11	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	502	12.0%	12.1%
One Vehicle	1,801	43.2%	55.3%
Two Vehicles	1,270	30.5%	85.9%
Three Vehicles	430	10.3%	96.2%
Four Vehicles	119	2.8%	99.1%
Five or More Vehicles	39	0.9%	100.0%
TOTAL	4,161	100.0%	100.0%
No Answer	83		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	502	12.1%	12.1%
Less than 0.5 Vehicles	578	13.9%	26.1%
0.5 to 0.99 Vehicles	1,486	35.9%	62.0%
1.0 to 1.49 Vehicles	1,487	35.9%	97.9%
1.5 to 1.99 Vehicles	33	0.7%	98.7%
2.0 or More Vehicles	53	1.2%	100.0%
TOTAL	4,139	100.0%	100.0%
No Answer	104		

Mean Household Size 2.59

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Wollaston** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	2,956	93.2%
Not Licensed	217	6.8%
TOTAL	3,173	100.0%
No Answer	41	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	2,360	73.8%
No Auto Available	836	26.2%
TOTAL	3,196	100.0%
No Answer	18	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	327	10.3%	10.4%
One Vehicle	1,331	42.2%	52.7%
Two Vehicles	1,096	34.8%	87.5%
Three Vehicles	289	9.1%	96.7%
Four Vehicles	78	2.4%	99.2%
Five or More Vehicles	26	0.8%	100.0%
TOTAL	3,147	100.0%	100.0%
No Answer	67		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	327	10.4%	10.5%
Less than 0.5 Vehicles	555	17.8%	28.3%
0.5 to 0.99 Vehicles	1,093	35.0%	63.4%
1.0 to 1.49 Vehicles	1,058	33.9%	97.3%
1.5 to 1.99 Vehicles	38	1.2%	98.6%
2.0 or More Vehicles	45	1.4%	100.0%
TOTAL	3,116	100.0%	100.0%
No Answer	98		

Mean Household Size 2.65

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Quincy Center** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	4,684	84.3%
Not Licensed	872	15.7%
TOTAL	5,556	100.0%
No Answer	53	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	3,367	60.2%
No Auto Available	2,229	39.8%
TOTAL	5,596	100.0%
No Answer	13	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	846	15.4%	15.4%
One Vehicle	2,396	43.6%	59.1%
Two Vehicles	1,652	30.0%	89.1%
Three Vehicles	416	7.5%	96.7%
Four Vehicles	148	2.6%	99.4%
Five or More Vehicles	32	0.5%	100.0%
TOTAL	5,490	100.0%	100.0%
No Answer	119		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	846	15.4%	15.5%
Less than 0.5 Vehicles	967	17.6%	33.2%
0.5 to 0.99 Vehicles	1,912	34.9%	68.1%
1.0 to 1.49 Vehicles	1,664	30.4%	98.5%
1.5 to 1.99 Vehicles	44	0.8%	99.3%
2.0 or More Vehicles	36	0.6%	100.0%
TOTAL	5,469	100.0%	100.0%
No Answer	140		
Mean Household Size	2.66		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Quincy Adams** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	3,030	98.4%
Not Licensed	48	1.6%
TOTAL	3,078	100.0%
No Answer	24	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	2,898	93.7%
No Auto Available	194	6.3%
TOTAL	3,092	100.0%
No Answer	11	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	40	1.3%	1.3%
One Vehicle	727	23.7%	25.0%
Two Vehicles	1,562	50.9%	76.0%
Three Vehicles	510	16.6%	92.6%
Four Vehicles	162	5.2%	97.9%
Five or More Vehicles	65	2.1%	100.0%
TOTAL	3,066	100.0%	100.0%
No Answer	38		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	40	1.3%	1.3%
Less than 0.5 Vehicles	244	8.0%	9.3%
0.5 to 0.99 Vehicles	1,110	36.4%	45.7%
1.0 to 1.49 Vehicles	1,510	49.5%	95.2%
1.5 to 1.99 Vehicles	81	2.6%	97.9%
2.0 or More Vehicles	64	2.0%	100.0%
TOTAL	3,049	100.0%	100.0%
No Answer	53		

Mean Household Size	2.78

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Automobile Availability Data

Station: **Braintree** **Red Line**

Expanded Results

Licensed Drivers:

	Number of Riders	Percent of Riders
Licensed	2,648	95.4%
Not Licensed	129	4.6%
TOTAL	2,777	100.0%
No Answer	14	

Riders with Automobile Available for Trip:

	Number of Riders	Percent of Riders
Auto Available	2,341	83.9%
No Auto Available	448	16.1%
TOTAL	2,789	100.0%
No Answer	2	

Vehicles Owned per Household:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	66	2.4%	2.4%
One Vehicle	782	28.4%	30.9%
Two Vehicles	1,249	45.4%	76.3%
Three Vehicles	461	16.7%	93.1%
Four Vehicles	156	5.6%	98.8%
Five or More Vehicles	34	1.2%	100.0%
TOTAL	2,748	100.0%	100.0%
No Answer	42		

Vehicles Owned per Capita:

	Number of Riders	Percent of Riders	Cumulative Percentage
No Vehicles	66	2.4%	2.4%
Less than 0.5 Vehicles	343	12.5%	15.0%
0.5 to 0.99 Vehicles	1,154	42.2%	57.2%
1.0 to 1.49 Vehicles	1,096	40.0%	97.3%
1.5 to 1.99 Vehicles	47	1.7%	99.0%
2.0 or More Vehicles	28	1.0%	100.0%
TOTAL	2,734	100.0%	100.0%
No Answer	57		

Mean Household Size 3.03

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8. Socioeconomic Data

Each station's socioeconomic data report comprises four separate tables. These are discussed individually below. Together they give a demographic portrait of the people boarding at Red Line stations.

OVERVIEW OF RESULTS

Age of Riders

Northern Segment

For most stations in the Northern Segment, the 25–34 age category captured the largest share of riders, (typically 36% to 48%) reflecting the fact that many young professionals live and work in Cambridge and the Davis Square area of Somerville. The next two categories, 35–44 and 45–64 also captured significant percentages (roughly 20%), age ranges that are also well-represented in these areas.

Only a small percentage of riders fell into the 17 and under category. This situation was due partly to the fact that most people under eighteen would have been in school during the survey period and relatively few of them use rapid transit to get to and from school, and also partly to the unwillingness or inability of people of this age group to fill out the survey form. (See Appendix A for discussion of student participation in the survey.)

The 18–24 category generally accounted for between 15% and 19% of the riders, except at Alewife (8%). These percentages are relatively high due to the presence of colleges and universities along the Northern Segment of the Red Line.

Finally, the 65 and over category was smaller than the 18–24 category capturing between 2% and 5% of the ridership. People over 65 were most common at Alewife and Harvard.

Central Segment

Riders boarding at Central Segment stations were slighly older, on average, than riders at northern stations. The three categories between 25 and 64 were roughly similar at all of the five stations. At Charles/MGH, Park Street and Downtown

Crossing, there were relatively more passengers in the 65 and older category than on the other parts of the Red Line.

Dorchester Branch

On the Dorchester Branch, the 25–34 age category was the most frequently marked, capturing 26% to 42% of the riders. The 18–24 category was well-represented at JFK/UMass (27%), for obvious reasons, and accounted for 10% to 15% of passengers at most of the other stations.

South Shore Branch

There was relatively little variation in the distribution of riders' ages across the stations of the South Shore Branch. The most common category was 25–34, capturing 30% to 35% of the riders, followed by 35–44 and 45–64, each capturing an additional 25%, on average. Student age riders made up 10% of the total, and senior citizens accounted for roughly 5%.

Gender of Riders

Northern Segment

Women outnumbered men at all of the northern Red Line stations. Their majority ranged from 51% at Kendall to 59% at Central.

Central Segment

Men were more common in the Central Segment than elsewhere, ranging from 47% to 56%. Men were in the majority at Park Street and South Station.

Dorchester Branch

Women made up a greater majority of riders on the Dorchester Branch compared to the rest of the Red Line. Between 55% and 63% of the riders were women at the six Red Line stations, while the percentages at Mattapan Trolley stations were more varied.

South Shore Branch

At every South Shore Branch station, women made up approximately 60% of the riders.

Occupation of Riders

Northern Segment

The most common occupation among riders at every station on the northern Red Line was "Professional." This category accounted for between 56% of the riders (at Central) and 76% (at Alewife). This "occupation" was so frequently chosen partly because it is often broadly defined, and even when narrowly defined covers a large number of specific occupations. Also, it may be that people who are in "professional" occupations are more likely to fill out the survey form than other people.

The second most common occupation at all of the stations was "student" capturing up to 25% of the responses at Kendall, and 19% at Harvard, Porter and Davis. In third place was "clerical," accounting for 8% to 10% of the riders overall.

The least common occupations at most stations were "Homemaker" and "Unemployed." One reason that these categories scored so low is that people classifying themselves as a homemaker or as unemployed may have had less cause to ride rapid transit during the hours of the survey.

Central Segment

For riders at all stations in the Central Segment, the most common occupation was "professional." The highest percentage of professionals was at South Station (68%), while the lowest was at Broadway (44%), where clerical workers, students, tradepeople and retired people were all represented.

"Student" was the second most common occupation overall, accounting for roughly 10% at most stations, and up to 18% at Charles/MGH.

Dorchester Branch

The "professional" category was not as well represented on the Dorchester Branch, mostly in the range of 40% to 45%. Clerical workers were relatively more common, compared to the rest of the Red Line, accounting for 15% to 20% of passengers. Students made up 10% to 15% of riders at most stations, and 34% at JFK/UMass. As on other segments, homemaker and unemployed were the most uncommon occupations.

South Shore Branch

The South Shore Branch was oriented toward the professional category. Between 55% (at Quincy Center) and 72% (at Quincy Adams) of passengers marked this occupation. Students were relatively uncommon at South Shore Branch stations,

while clerical workers were more common, accounting for 15% to 20% of passengers.

Annual Household Income of Riders

Northern Segment

The distribution of riders among the six income categories was relatively even at most of the nothern Red Line stations. The station with the highest average income was Alewife, while the lowest incomes were found at Central. At many stations, a significant number of people refused to answer the income question.

The question on the survey form asked for household income, rather than personal income, in order to be consistent with the US Census. The mean household size is provided below the income table in order to allow the interested reader to get some sense of per capita income.

Central Segment

Incomes of Central Segment riders were evenly distributed among the six ranges, with $40,000–$59,999 being the most common. South Station was skewed toward the high end, while Broadway was skewed toward the low end.

Dorchester Branch

Average incomes on the Dorchester Branch were somewhat lower than on the other Red Line segments, but not markedly so. Riders were well-represented in all of the income categories, except $80,000 and over. Shawmut station had higher incomes than the others in this segment.

South Shore Branch

The income distribution on the South Shore Branch is skewed toward the upper end of the scale. The highest incomes were reported at Quincy Adams and Braintree, both of which serve wealthier communities to the south.

DESCRIPTION OF TABLES

Age of Riders

This table summarizes responses to survey question 12. The age categories are 17 and under, 18–24, 25–34, 35–44, 45–64, and 65 and older. For each of these, the table shows the number of passengers, the percentage of this number relative to the total within the group that answered the question, and the cumulative percentage from the lowest age group up through each individual age group.

Gender of Riders

This table summarizes responses to survey question 16, showing the number and percent of riders of each sex. Respondents who did not answer the question are accounted for in the "No answer" row and are not included in the percentage calculations.

Occupations of Riders

This table shows the number and percentage of passengers checking each occupational category in question 15. It also shows the cumulative percentages.

Annual Household Income of Riders

This table shows the number and percent of riders checking each annual household income range on the survey, plus the cumulative percent with incomes in or below each individual range. Respondents who did not answer the question are accounted for in the "No answer" row and are not included in the percentage calculations.

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Alewife** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	79	1.1%	1.1%
18 - 24	543	7.6%	8.8%
25 - 34	2,191	30.9%	39.7%
35 - 44	1,976	27.9%	67.6%
45 - 64	1,942	27.4%	95.0%
65 and Older	351	4.9%	100.0%
TOTAL	7,082	100.0%	100.0%
No Answer	35		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	3,395	48.0%
Female	3,672	51.9%
TOTAL	7,068	100.0%
No Answer	49	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	5,343	75.6%	75.7%
Tradesperson	73	1.0%	76.7%
Clerical	553	7.8%	84.5%
Sales/Retail	201	2.8%	87.4%
Homemaker	71	1.0%	88.4%
Student	504	7.1%	95.5%
Retired	222	3.1%	98.7%
Unemployed	37	0.5%	99.2%
Other	57	0.8%	100.0%
TOTAL	7,061	100.0%	100.0%
No Answer	58		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	339	5.1%	5.2%
$20,000 - $29,999	394	6.0%	11.2%
$30,000 - $39,999	616	9.4%	20.7%
$40,000 - $59,999	1,401	21.4%	42.1%
$60,000 - $79,999	1,331	20.3%	62.5%
Over $80,000	2,450	37.5%	100.0%
TOTAL	6,531	100.0%	100.0%
No Answer	587		

Mean Household Size	2.76

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Davis** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	31	0.4%	0.5%
18 - 24	1,283	18.6%	19.1%
25 - 34	3,294	47.8%	66.9%
35 - 44	1,407	20.4%	87.3%
45 - 64	791	11.4%	98.8%
65 and Older	81	1.1%	100.0%
TOTAL	6,887	100.0%	100.0%
No Answer	34		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	2,851	41.5%
Female	4,011	58.4%
TOTAL	6,862	100.0%
No Answer	58	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	4,157	60.5%	60.5%
Tradesperson	127	1.8%	62.3%
Clerical	682	9.9%	72.3%
Sales/Retail	244	3.5%	75.8%
Homemaker	54	0.7%	76.6%
Student	1,318	19.1%	95.8%
Retired	75	1.0%	96.9%
Unemployed	86	1.2%	98.1%
Other	128	1.8%	100.0%
TOTAL	6,871	100.0%	100.0%
No Answer	49		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	817	12.7%	12.7%
$20,000 - $29,999	871	13.5%	26.3%
$30,000 - $39,999	1,117	17.4%	43.7%
$40,000 - $59,999	1,677	26.1%	69.9%
$60,000 - $79,999	1,075	16.7%	86.6%
Over $80,000	858	13.3%	100.0%
TOTAL	6,415	100.0%	100.0%
No Answer	505		

Mean Household Size 2.53

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Porter** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	83	1.0%	1.0%
18 - 24	1,409	17.1%	18.1%
25 - 34	3,760	45.6%	63.8%
35 - 44	1,662	20.1%	84.0%
45 - 64	1,163	14.1%	98.1%
65 and Older	153	1.8%	100.0%
TOTAL	8,230	100.0%	100.0%
No Answer	18		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	3,716	45.3%
Female	4,479	54.6%
TOTAL	8,195	100.0%
No Answer	51	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	5,000	60.9%	60.9%
Tradesperson	114	1.3%	62.3%
Clerical	765	9.3%	71.6%
Sales/Retail	306	3.7%	75.3%
Homemaker	55	0.6%	76.0%
Student	1,581	19.2%	95.3%
Retired	67	0.8%	96.1%
Unemployed	74	0.9%	97.0%
Other	247	3.0%	100.0%
TOTAL	8,209	100.0%	100.0%
No Answer	38		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	839	10.7%	10.8%
$20,000 - $29,999	1,164	14.9%	25.7%
$30,000 - $39,999	1,284	16.4%	42.2%
$40,000 - $59,999	1,951	25.0%	67.3%
$60,000 - $79,999	1,115	14.3%	81.6%
Over $80,000	1,429	18.3%	100.0%
TOTAL	7,782	100.0%	100.0%
No Answer	465		

Mean Household Size	2.46

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Harvard** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	157	1.2%	1.2%
18 - 24	1,852	14.4%	15.7%
25 - 34	4,676	36.4%	52.1%
35 - 44	2,631	20.5%	72.7%
45 - 64	2,809	21.9%	94.6%
65 and Older	695	5.4%	100.0%
TOTAL	12,820	100.0%	100.0%
No Answer	49		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	5,802	45.5%
Female	6,930	54.4%
TOTAL	12,732	100.0%
No Answer	136	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	7,793	61.0%	61.1%
Tradesperson	227	1.7%	62.9%
Clerical	1,048	8.2%	71.1%
Sales/Retail	316	2.4%	73.6%
Homemaker	86	0.6%	74.2%
Student	2,340	18.3%	92.6%
Retired	434	3.4%	96.0%
Unemployed	178	1.3%	97.4%
Other	333	2.6%	100.0%
TOTAL	12,755	100.0%	100.0%
No Answer	114		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	1,851	15.6%	15.7%
$20,000 - $29,999	1,478	12.5%	28.2%
$30,000 - $39,999	1,812	15.3%	43.6%
$40,000 - $59,999	2,530	21.4%	65.0%
$60,000 - $79,999	1,699	14.3%	79.4%
Over $80,000	2,429	20.5%	100.0%
TOTAL	11,799	100.0%	100.0%
No Answer	1,069		

Mean Household Size	2.36

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Central** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	60	0.9%	1.0%
18 - 24	942	14.9%	15.9%
25 - 34	2,410	38.2%	54.2%
35 - 44	1,613	25.6%	79.8%
45 - 64	1,119	17.7%	97.5%
65 and Older	155	2.4%	100.0%
TOTAL	6,299	100.0%	100.0%
No Answer	22		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	2,537	40.8%
Female	3,680	59.1%
TOTAL	6,217	100.0%
No Answer	105	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	3,500	55.6%	55.7%
Tradesperson	221	3.5%	59.2%
Clerical	628	9.9%	69.2%
Sales/Retail	221	3.5%	72.7%
Homemaker	93	1.4%	74.2%
Student	902	14.3%	88.5%
Retired	215	3.4%	92.0%
Unemployed	234	3.7%	95.7%
Other	271	4.3%	100.0%
TOTAL	6,285	100.0%	100.0%
No Answer	37		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	1,201	20.3%	20.3%
$20,000 - $29,999	907	15.3%	35.7%
$30,000 - $39,999	1,126	19.0%	54.8%
$40,000 - $59,999	1,066	18.0%	72.8%
$60,000 - $79,999	783	13.2%	86.1%
Over $80,000	820	13.8%	100.0%
TOTAL	5,903	100.0%	100.0%
No Answer	420		

Mean Household Size 2.39

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Kendall** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	21	0.4%	0.5%
18 - 24	771	18.0%	18.5%
25 - 34	1,549	36.2%	54.7%
35 - 44	855	19.9%	74.7%
45 - 64	930	21.7%	96.5%
65 and Older	151	3.5%	100.0%
TOTAL	4,277	100.0%	100.0%
No Answer	25		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	2,095	49.0%
Female	2,179	50.9%
TOTAL	4,274	100.0%
No Answer	28	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	2,444	56.8%	56.9%
Tradesperson	45	1.0%	57.9%
Clerical	369	8.5%	66.5%
Sales/Retail	101	2.3%	68.8%
Homemaker	68	1.5%	70.4%
Student	1,096	25.5%	95.9%
Retired	93	2.1%	98.1%
Unemployed	39	0.9%	99.0%
Other	43	1.0%	100.0%
TOTAL	4,298	100.0%	100.0%
No Answer	5		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	587	14.6%	14.7%
$20,000 - $29,999	407	10.1%	24.8%
$30,000 - $39,999	541	13.5%	38.4%
$40,000 - $59,999	969	24.2%	62.6%
$60,000 - $79,999	632	15.7%	78.4%
Over $80,000	865	21.6%	100.0%
TOTAL	4,001	100.0%	100.0%
No Answer	303		
Mean Household Size	2.40		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Charles/MGH** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	5	0.1%	0.2%
18 - 24	404	12.3%	12.5%
25 - 34	1,134	34.6%	47.1%
35 - 44	649	19.8%	66.9%
45 - 64	795	24.2%	91.2%
65 and Older	290	8.8%	100.0%
TOTAL	3,277	100.0%	100.0%
No Answer	5		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	1,535	47.1%
Female	1,722	52.8%
TOTAL	3,257	100.0%
No Answer	24	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	1,843	56.7%	56.8%
Tradesperson	91	2.8%	59.6%
Clerical	245	7.5%	67.1%
Sales/Retail	110	3.3%	70.5%
Homemaker	48	1.4%	72.0%
Student	586	18.0%	90.1%
Retired	228	7.0%	97.1%
Unemployed	16	0.4%	97.6%
Other	78	2.4%	100.0%
TOTAL	3,245	100.0%	100.0%
No Answer	37		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	494	15.9%	16.0%
$20,000 - $29,999	392	12.6%	28.7%
$30,000 - $39,999	540	17.4%	46.2%
$40,000 - $59,999	629	20.3%	66.5%
$60,000 - $79,999	428	13.8%	80.4%
Over $80,000	605	19.5%	100.0%
TOTAL	3,088	100.0%	100.0%
No Answer	194		
Mean Household Size	2.18		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Park Street** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	0	0.0%	0.0%
18 - 24	110	6.1%	6.2%
25 - 34	382	21.4%	27.6%
35 - 44	438	24.6%	52.2%
45 - 64	628	35.2%	87.5%
65 and Older	222	12.4%	100.0%
TOTAL	1,780	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	1,004	56.4%
Female	775	43.5%
TOTAL	1,780	100.0%
No Answer	0	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	1,133	63.8%	63.9%
Tradesperson	33	1.8%	65.7%
Clerical	133	7.4%	73.2%
Sales/Retail	58	3.2%	76.5%
Homemaker	0	0.0%	76.5%
Student	176	9.9%	86.4%
Retired	156	8.7%	95.2%
Unemployed	47	2.6%	97.9%
Other	38	2.1%	100.0%
TOTAL	1,774	100.0%	100.0%
No Answer	5		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	206	12.3%	12.3%
$20,000 - $29,999	227	13.5%	25.9%
$30,000 - $39,999	253	15.1%	41.1%
$40,000 - $59,999	386	23.1%	64.2%
$60,000 - $79,999	202	12.0%	76.3%
Over $80,000	396	23.7%	100.0%
TOTAL	1,670	100.0%	100.0%
No Answer	110		
Mean Household Size	2.71		

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Downtown Crossing** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	70	1.8%	1.9%
18 - 24	409	10.9%	12.9%
25 - 34	962	25.8%	38.7%
35 - 44	874	23.4%	62.2%
45 - 64	970	26.0%	88.2%
65 and Older	439	11.7%	100.0%
TOTAL	3,724	100.0%	100.0%
No Answer	28		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	1,700	46.8%
Female	1,927	53.1%
TOTAL	3,628	100.0%
No Answer	124	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	2,038	54.9%	54.9%
Tradesperson	139	3.7%	58.7%
Clerical	268	7.2%	65.9%
Sales/Retail	186	5.0%	70.9%
Homemaker	125	3.3%	74.3%
Student	410	11.0%	85.3%
Retired	369	9.9%	95.3%
Unemployed	88	2.3%	97.6%
Other	88	2.3%	100.0%
TOTAL	3,711	100.0%	100.0%
No Answer	40		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	505	15.2%	15.3%
$20,000 - $29,999	485	14.6%	30.0%
$30,000 - $39,999	482	14.5%	44.6%
$40,000 - $59,999	732	22.1%	66.7%
$60,000 - $79,999	518	15.6%	82.4%
Over $80,000	582	17.6%	100.0%
TOTAL	3,304	100.0%	100.0%
No Answer	449		
Mean Household Size	2.62		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **South Station** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	13	0.2%	0.2%
18 - 24	580	9.6%	9.8%
25 - 34	1,878	31.1%	41.0%
35 - 44	1,652	27.4%	68.5%
45 - 64	1,566	26.0%	94.5%
65 and Older	333	5.5%	100.0%
TOTAL	6,022	100.0%	100.0%
No Answer	13		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	3,217	53.7%
Female	2,763	46.2%
TOTAL	5,981	100.0%
No Answer	53	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	4,066	67.8%	67.8%
Tradesperson	136	2.2%	70.1%
Clerical	560	9.3%	79.4%
Sales/Retail	129	2.1%	81.6%
Homemaker	16	0.2%	81.8%
Student	650	10.8%	92.7%
Retired	221	3.6%	96.4%
Unemployed	91	1.5%	97.9%
Other	127	2.1%	100.0%
TOTAL	5,996	100.0%	100.0%
No Answer	40		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	471	8.3%	8.4%
$20,000 - $29,999	559	9.9%	18.3%
$30,000 - $39,999	747	13.2%	31.6%
$40,000 - $59,999	1,318	23.4%	55.0%
$60,000 - $79,999	1,199	21.3%	76.3%
Over $80,000	1,333	23.6%	100.0%
TOTAL	5,627	100.0%	100.0%
No Answer	408		
Mean Household Size	2.68		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Broadway** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	15	1.0%	1.1%
18 - 24	238	16.8%	17.9%
25 - 34	398	28.1%	46.0%
35 - 44	314	22.1%	68.1%
45 - 64	359	25.3%	93.5%
65 and Older	92	6.4%	100.0%
TOTAL	1,416	100.0%	100.0%
No Answer	13		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	687	48.4%
Female	732	51.5%
TOTAL	1,419	100.0%
No Answer	10	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	631	44.8%	44.8%
Tradesperson	117	8.3%	53.2%
Clerical	181	12.8%	66.0%
Sales/Retail	102	7.2%	73.3%
Homemaker	23	1.6%	74.9%
Student	142	10.0%	85.0%
Retired	114	8.1%	93.1%
Unemployed	37	2.6%	95.7%
Other	60	4.2%	100.0%
TOTAL	1,407	100.0%	100.0%
No Answer	21		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	255	19.3%	19.3%
$20,000 - $29,999	232	17.5%	36.9%
$30,000 - $39,999	248	18.7%	55.7%
$40,000 - $59,999	300	22.7%	78.4%
$60,000 - $79,999	177	13.4%	91.8%
Over $80,000	108	8.1%	100.0%
TOTAL	1,320	100.0%	100.0%
No Answer	108		
Mean Household Size	2.56		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Andrew** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	33	1.3%	1.3%
18 - 24	348	14.2%	15.6%
25 - 34	771	31.5%	47.1%
35 - 44	570	23.3%	70.4%
45 - 64	597	24.4%	94.8%
65 and Older	127	5.1%	100.0%
TOTAL	2,446	100.0%	100.0%
No Answer	9		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	1,014	41.4%
Female	1,430	58.5%
TOTAL	2,444	100.0%
No Answer	9	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	1,098	45.0%	45.1%
Tradesperson	133	5.4%	50.6%
Clerical	427	17.5%	68.1%
Sales/Retail	136	5.5%	73.7%
Homemaker	32	1.3%	75.0%
Student	240	9.8%	84.8%
Retired	170	6.9%	91.8%
Unemployed	36	1.4%	93.3%
Other	163	6.6%	100.0%
TOTAL	2,435	100.0%	100.0%
No Answer	18		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	499	22.5%	22.5%
$20,000 - $29,999	338	15.2%	37.8%
$30,000 - $39,999	392	17.7%	55.5%
$40,000 - $59,999	405	18.3%	73.8%
$60,000 - $79,999	407	18.3%	92.2%
Over $80,000	172	7.7%	100.0%
TOTAL	2,213	100.0%	100.0%
No Answer	241		

Mean Household Size 2.65

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **JFK/UMass** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	117	3.4%	3.4%
18 - 24	907	26.4%	29.8%
25 - 34	1,249	36.4%	66.2%
35 - 44	564	16.4%	82.7%
45 - 64	414	12.0%	94.8%
65 and Older	180	5.2%	100.0%
TOTAL	3,431	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	1,542	45.5%
Female	1,845	54.4%
TOTAL	3,387	100.0%
No Answer	43	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	1,304	38.1%	38.1%
Tradesperson	80	2.3%	40.4%
Clerical	411	12.0%	52.5%
Sales/Retail	121	3.5%	56.0%
Homemaker	11	0.3%	56.3%
Student	1,154	33.7%	90.0%
Retired	139	4.0%	94.1%
Unemployed	21	0.6%	94.7%
Other	181	5.2%	100.0%
TOTAL	3,422	100.0%	100.0%
No Answer	8		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	659	21.0%	21.1%
$20,000 - $29,999	603	19.2%	40.3%
$30,000 - $39,999	530	16.9%	57.3%
$40,000 - $59,999	732	23.3%	80.6%
$60,000 - $79,999	333	10.6%	91.3%
Over $80,000	273	8.7%	100.0%
TOTAL	3,130	100.0%	100.0%
No Answer	301		
Mean Household Size	2.99		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Savin Hill** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	0	0.0%	0.0%
18 - 24	152	12.6%	12.7%
25 - 34	334	27.8%	40.5%
35 - 44	381	31.7%	72.3%
45 - 64	258	21.5%	93.8%
65 and Older	75	6.2%	100.0%
TOTAL	1,200	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	459	39.1%
Female	713	60.8%
TOTAL	1,173	100.0%
No Answer	27	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	605	50.4%	50.4%
Tradesperson	89	7.4%	57.8%
Clerical	242	20.1%	78.0%
Sales/Retail	57	4.7%	82.8%
Homemaker	0	0.0%	82.8%
Student	111	9.2%	92.0%
Retired	78	6.5%	98.5%
Unemployed	0	0.0%	98.5%
Other	18	1.5%	100.0%
TOTAL	1,200	100.0%	100.0%
No Answer	0		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	162	14.7%	14.7%
$20,000 - $29,999	148	13.4%	28.2%
$30,000 - $39,999	222	20.1%	48.3%
$40,000 - $59,999	297	26.9%	75.3%
$60,000 - $79,999	169	15.3%	90.6%
Over $80,000	103	9.3%	100.0%
TOTAL	1,101	100.0%	100.0%
No Answer	99		
Mean Household Size	2.50		

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Fields Corner** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	169	5.6%	5.6%
18 - 24	445	14.7%	20.4%
25 - 34	878	29.1%	49.5%
35 - 44	813	26.9%	76.4%
45 - 64	519	17.2%	93.6%
65 and Older	193	6.3%	100.0%
TOTAL	3,017	100.0%	100.0%
No Answer	49		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	1,092	36.3%
Female	1,910	63.6%
TOTAL	3,002	100.0%
No Answer	63	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	1,206	40.1%	40.1%
Tradesperson	152	5.0%	45.2%
Clerical	684	22.7%	68.0%
Sales/Retail	103	3.4%	71.4%
Homemaker	78	2.5%	74.0%
Student	497	16.5%	90.5%
Retired	107	3.5%	94.1%
Unemployed	75	2.4%	96.6%
Other	102	3.3%	100.0%
TOTAL	3,004	100.0%	100.0%
No Answer	61		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	705	25.6%	25.7%
$20,000 - $29,999	515	18.7%	44.4%
$30,000 - $39,999	521	18.9%	63.4%
$40,000 - $59,999	566	20.5%	84.0%
$60,000 - $79,999	302	10.9%	94.9%
Over $80,000	139	5.0%	100.0%
TOTAL	2,748	100.0%	100.0%
No Answer	317		

Mean Household Size 2.87

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Shawmut** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	0	0.0%	0.0%
18 - 24	120	10.0%	10.0%
25 - 34	504	42.0%	52.1%
35 - 44	367	30.6%	82.7%
45 - 64	188	15.6%	98.4%
65 and Older	19	1.5%	100.0%
TOTAL	1,198	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	474	40.8%
Female	685	59.1%
TOTAL	1,159	100.0%
No Answer	37	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	710	60.1%	60.2%
Tradesperson	28	2.3%	62.5%
Clerical	199	16.8%	79.4%
Sales/Retail	33	2.7%	82.2%
Homemaker	19	1.6%	83.8%
Student	119	10.0%	93.9%
Retired	0	0.0%	93.9%
Unemployed	17	1.4%	95.3%
Other	55	4.6%	100.0%
TOTAL	1,180	100.0%	100.0%
No Answer	17		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	112	10.9%	10.9%
$20,000 - $29,999	165	16.1%	27.1%
$30,000 - $39,999	139	13.5%	40.6%
$40,000 - $59,999	232	22.6%	63.3%
$60,000 - $79,999	156	15.2%	78.5%
Over $80,000	220	21.4%	100.0%
TOTAL	1,024	100.0%	100.0%
No Answer	173		

Mean Household Size 3.04

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Ashmont** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	133	3.4%	3.4%
18 - 24	628	16.1%	19.5%
25 - 34	1,008	25.8%	45.4%
35 - 44	980	25.1%	70.5%
45 - 64	897	23.0%	93.5%
65 and Older	252	6.4%	100.0%
TOTAL	3,898	100.0%	100.0%
No Answer	50		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	1,530	39.5%
Female	2,343	60.4%
TOTAL	3,874	100.0%
No Answer	73	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	1,937	49.6%	49.7%
Tradesperson	132	3.3%	53.1%
Clerical	742	19.0%	72.1%
Sales/Retail	175	4.4%	76.6%
Homemaker	59	1.5%	78.1%
Student	516	13.2%	91.3%
Retired	182	4.6%	96.0%
Unemployed	19	0.4%	96.5%
Other	138	3.5%	100.0%
TOTAL	3,900	100.0%	100.0%
No Answer	48		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	578	16.3%	16.4%
$20,000 - $29,999	680	19.2%	35.7%
$30,000 - $39,999	554	15.7%	51.4%
$40,000 - $59,999	873	24.7%	76.1%
$60,000 - $79,999	441	12.5%	88.7%
Over $80,000	400	11.3%	100.0%
TOTAL	3,526	100.0%	100.0%
No Answer	421		

Mean Household Size 3.16

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Ashmont** **Mattapan Trolley**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	18	12.5%	12.6%
18 - 24	17	11.8%	24.5%
25 - 34	46	32.1%	56.6%
35 - 44	37	25.8%	82.5%
45 - 64	12	8.3%	90.9%
65 and Older	13	9.0%	100.0%
TOTAL	143	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	68	50.5%
Female	67	49.4%
TOTAL	136	100.0%
No Answer	6	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	52	37.6%	37.7%
Tradesperson	7	5.0%	42.8%
Clerical	13	9.4%	52.2%
Sales/Retail	7	5.0%	57.2%
Homemaker	18	13.0%	70.3%
Student	41	29.7%	100.0%
Retired	0	0.0%	100.0%
Unemployed	0	0.0%	100.0%
Other	0	0.0%	100.0%
TOTAL	138	100.0%	100.0%
No Answer	5		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	43	35.8%	35.8%
$20,000 - $29,999	22	18.3%	54.2%
$30,000 - $39,999	30	25.0%	79.2%
$40,000 - $59,999	13	10.8%	90.0%
$60,000 - $79,999	12	10.0%	100.0%
Over $80,000	0	0.0%	100.0%
TOTAL	120	100.0%	100.0%
No Answer	24		

Mean Household Size	3.90

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Cedar Grove** **Mattapan Trolley**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	0	0.0%	0.0%
18 - 24	6	3.8%	3.8%
25 - 34	29	18.5%	22.4%
35 - 44	60	38.4%	60.9%
45 - 64	54	34.6%	95.5%
65 and Older	7	4.4%	100.0%
TOTAL	156	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	72	46.5%
Female	83	53.4%
TOTAL	155	100.0%
No Answer	0	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	89	56.6%	56.7%
Tradesperson	7	4.4%	61.1%
Clerical	29	18.4%	79.6%
Sales/Retail	18	11.4%	91.1%
Homemaker	7	4.4%	95.5%
Student	0	0.0%	95.5%
Retired	7	4.4%	100.0%
Unemployed	0	0.0%	100.0%
Other	0	0.0%	100.0%
TOTAL	157	100.0%	100.0%
No Answer	0		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	7	4.6%	4.6%
$20,000 - $29,999	31	20.5%	25.2%
$30,000 - $39,999	53	35.0%	60.3%
$40,000 - $59,999	36	23.8%	84.1%
$60,000 - $79,999	18	11.9%	96.0%
Over $80,000	6	3.9%	100.0%
TOTAL	151	100.0%	100.0%
No Answer	5		

Mean Household Size 2.46

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Butler** **Mattapan Trolley**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	6	4.7%	4.8%
18 - 24	6	4.7%	9.5%
25 - 34	35	27.7%	37.3%
35 - 44	23	18.2%	55.6%
45 - 64	31	24.6%	80.2%
65 and Older	25	19.8%	100.0%
TOTAL	126	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	36	29.1%
Female	89	70.8%
TOTAL	125	100.0%
No Answer	0	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	35	27.5%	27.6%
Tradesperson	0	0.0%	27.6%
Clerical	35	27.5%	55.1%
Sales/Retail	0	0.0%	55.1%
Homemaker	0	0.0%	55.1%
Student	12	9.4%	64.6%
Retired	32	25.1%	89.8%
Unemployed	7	5.5%	95.3%
Other	6	4.7%	100.0%
TOTAL	127	100.0%	100.0%
No Answer	0		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	0	0.0%	0.0%
$20,000 - $29,999	35	32.7%	32.7%
$30,000 - $39,999	6	5.6%	38.3%
$40,000 - $59,999	24	22.4%	60.7%
$60,000 - $79,999	24	22.4%	83.2%
Over $80,000	18	16.8%	100.0%
TOTAL	107	100.0%	100.0%
No Answer	19		

Mean Household Size 2.43

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Milton** **Mattapan Trolley**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	23	5.3%	5.3%
18 - 24	30	6.9%	12.3%
25 - 34	130	30.2%	42.6%
35 - 44	88	20.4%	63.0%
45 - 64	124	28.8%	91.9%
65 and Older	35	8.1%	100.0%
TOTAL	430	100.0%	100.0%
No Answer	5		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	201	46.2%
Female	234	53.7%
TOTAL	435	100.0%
No Answer	0	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	258	59.1%	59.2%
Tradesperson	0	0.0%	59.2%
Clerical	47	10.7%	70.0%
Sales/Retail	18	4.1%	74.1%
Homemaker	0	0.0%	74.1%
Student	59	13.5%	87.6%
Retired	42	9.6%	97.2%
Unemployed	0	0.0%	97.2%
Other	12	2.7%	100.0%
TOTAL	436	100.0%	100.0%
No Answer	0		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	87	21.0%	21.1%
$20,000 - $29,999	43	10.4%	31.5%
$30,000 - $39,999	70	16.9%	48.4%
$40,000 - $59,999	96	23.2%	71.7%
$60,000 - $79,999	29	7.0%	78.7%
Over $80,000	88	21.3%	100.0%
TOTAL	413	100.0%	100.0%
No Answer	24		

Mean Household Size 2.50

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Central Avenue** **Mattapan Trolley**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	6	1.5%	1.6%
18 - 24	18	4.7%	6.4%
25 - 34	111	29.5%	35.9%
35 - 44	111	29.5%	65.4%
45 - 64	105	27.9%	93.4%
65 and Older	25	6.6%	100.0%
TOTAL	376	100.0%	100.0%
No Answer	5		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	151	40.3%
Female	224	59.6%
TOTAL	376	100.0%
No Answer	5	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	212	57.1%	57.1%
Tradesperson	12	3.2%	60.4%
Clerical	76	20.4%	80.9%
Sales/Retail	0	0.0%	80.9%
Homemaker	0	0.0%	80.9%
Student	34	9.1%	90.0%
Retired	31	8.3%	98.4%
Unemployed	0	0.0%	98.4%
Other	6	1.6%	100.0%
TOTAL	371	100.0%	100.0%
No Answer	11		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	37	10.8%	10.9%
$20,000 - $29,999	112	32.8%	43.7%
$30,000 - $39,999	35	10.2%	54.0%
$40,000 - $59,999	82	24.0%	78.0%
$60,000 - $79,999	39	11.4%	89.4%
Over $80,000	36	10.5%	100.0%
TOTAL	341	100.0%	100.0%
No Answer	40		
Mean Household Size	2.77		

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Valley Road** **Mattapan Trolley**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	0	0.0%	0.0%
18 - 24	6	9.2%	9.2%
25 - 34	18	27.6%	36.9%
35 - 44	18	27.6%	64.6%
45 - 64	23	35.3%	100.0%
65 and Older	0	0.0%	100.0%
TOTAL	65	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	35	55.2%
Female	29	44.7%
TOTAL	64	100.0%
No Answer	0	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	59	100.0%	100.0%
Tradesperson	0	0.0%	100.0%
Clerical	0	0.0%	100.0%
Sales/Retail	0	0.0%	100.0%
Homemaker	0	0.0%	100.0%
Student	0	0.0%	100.0%
Retired	0	0.0%	100.0%
Unemployed	0	0.0%	100.0%
Other	0	0.0%	100.0%
TOTAL	59	100.0%	100.0%
No Answer	5		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	0	0.0%	0.0%
$20,000 - $29,999	7	14.5%	14.6%
$30,000 - $39,999	0	0.0%	14.6%
$40,000 - $59,999	17	35.4%	50.0%
$60,000 - $79,999	6	12.5%	62.5%
Over $80,000	18	37.5%	100.0%
TOTAL	48	100.0%	100.0%
No Answer	17		

Mean Household Size 2.44

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Capen Street** **Mattapan Trolley**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	7	4.5%	4.6%
18 - 24	23	15.0%	19.6%
25 - 34	41	26.7%	46.4%
35 - 44	58	37.9%	84.3%
45 - 64	12	7.8%	92.2%
65 and Older	12	7.8%	100.0%
TOTAL	153	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	70	46.4%
Female	81	53.5%
TOTAL	152	100.0%
No Answer	0	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	99	64.7%	64.7%
Tradesperson	6	3.9%	68.6%
Clerical	6	3.9%	72.5%
Sales/Retail	6	3.9%	76.5%
Homemaker	0	0.0%	76.5%
Student	24	15.6%	92.2%
Retired	12	7.8%	100.0%
Unemployed	0	0.0%	100.0%
Other	0	0.0%	100.0%
TOTAL	153	100.0%	100.0%
No Answer	0		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	0	0.0%	0.0%
$20,000 - $29,999	12	9.6%	9.7%
$30,000 - $39,999	23	18.5%	28.2%
$40,000 - $59,999	12	9.6%	37.9%
$60,000 - $79,999	42	33.8%	71.8%
Over $80,000	35	28.2%	100.0%
TOTAL	124	100.0%	100.0%
No Answer	29		

Mean Household Size 3.40

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Mattapan** **Mattapan Trolley**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	18	1.7%	1.7%
18 - 24	181	17.5%	19.3%
25 - 34	216	20.9%	40.3%
35 - 44	239	23.2%	63.5%
45 - 64	304	29.5%	93.0%
65 and Older	72	6.9%	100.0%
TOTAL	1,030	100.0%	100.0%
No Answer	31		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	402	39.7%
Female	610	60.2%
TOTAL	1,012	100.0%
No Answer	48	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	422	41.4%	41.4%
Tradesperson	35	3.4%	44.8%
Clerical	267	26.2%	71.1%
Sales/Retail	20	1.9%	73.0%
Homemaker	38	3.7%	76.7%
Student	125	12.2%	89.0%
Retired	50	4.9%	93.9%
Unemployed	26	2.5%	96.5%
Other	36	3.5%	100.0%
TOTAL	1,019	100.0%	100.0%
No Answer	43		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	150	18.0%	18.1%
$20,000 - $29,999	156	18.7%	36.9%
$30,000 - $39,999	180	21.6%	58.6%
$40,000 - $59,999	187	22.5%	81.1%
$60,000 - $79,999	87	10.4%	91.6%
Over $80,000	70	8.4%	100.0%
TOTAL	830	100.0%	100.0%
No Answer	231		

Mean Household Size 3.19

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **North Quincy** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	79	1.8%	1.9%
18 - 24	482	11.4%	13.4%
25 - 34	1,420	33.8%	47.2%
35 - 44	976	23.2%	70.4%
45 - 64	968	23.0%	93.5%
65 and Older	274	6.5%	100.0%
TOTAL	4,199	100.0%	100.0%
No Answer	45		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	1,592	37.7%
Female	2,627	62.2%
TOTAL	4,220	100.0%
No Answer	23	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	2,352	55.8%	55.9%
Tradesperson	129	3.0%	58.9%
Clerical	771	18.3%	77.2%
Sales/Retail	153	3.6%	80.9%
Homemaker	39	0.9%	81.8%
Student	368	8.7%	90.5%
Retired	208	4.9%	95.5%
Unemployed	40	0.9%	96.4%
Other	150	3.5%	100.0%
TOTAL	4,210	100.0%	100.0%
No Answer	33		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	308	8.0%	8.0%
$20,000 - $29,999	584	15.2%	23.3%
$30,000 - $39,999	718	18.7%	42.0%
$40,000 - $59,999	983	25.6%	67.7%
$60,000 - $79,999	710	18.5%	86.2%
Over $80,000	528	13.7%	100.0%
TOTAL	3,831	100.0%	100.0%
No Answer	412		

Mean Household Size 2.59

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Wollaston** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	32	0.9%	1.0%
18 - 24	343	10.6%	11.7%
25 - 34	1,034	32.2%	43.9%
35 - 44	731	22.7%	66.7%
45 - 64	908	28.2%	95.0%
65 and Older	162	5.0%	100.0%
TOTAL	3,210	100.0%	100.0%
No Answer	5		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	1,265	39.6%
Female	1,923	60.3%
TOTAL	3,189	100.0%
No Answer	25	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	2,057	64.3%	64.3%
Tradesperson	63	1.9%	66.3%
Clerical	522	16.3%	82.6%
Sales/Retail	109	3.4%	86.0%
Homemaker	37	1.1%	87.2%
Student	182	5.6%	92.9%
Retired	129	4.0%	96.9%
Unemployed	44	1.3%	98.3%
Other	54	1.6%	100.0%
TOTAL	3,197	100.0%	100.0%
No Answer	19		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	192	6.5%	6.5%
$20,000 - $29,999	388	13.1%	19.7%
$30,000 - $39,999	485	16.4%	36.1%
$40,000 - $59,999	880	29.8%	65.9%
$60,000 - $79,999	525	17.7%	83.7%
Over $80,000	480	16.2%	100.0%
TOTAL	2,950	100.0%	100.0%
No Answer	265		
Mean Household Size	2.65		

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Quincy Center** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	43	0.7%	0.8%
18 - 24	590	10.5%	11.4%
25 - 34	1,763	31.6%	43.0%
35 - 44	1,424	25.5%	68.5%
45 - 64	1,407	25.2%	93.7%
65 and Older	349	6.2%	100.0%
TOTAL	5,576	100.0%	100.0%
No Answer	33		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	2,205	40.0%
Female	3,301	59.9%
TOTAL	5,507	100.0%
No Answer	101	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	3,080	55.1%	55.2%
Tradesperson	216	3.8%	59.0%
Clerical	1,091	19.5%	78.6%
Sales/Retail	221	3.9%	82.5%
Homemaker	48	0.8%	83.4%
Student	425	7.6%	91.0%
Retired	280	5.0%	96.0%
Unemployed	126	2.2%	98.3%
Other	96	1.7%	100.0%
TOTAL	5,583	100.0%	100.0%
No Answer	26		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	583	11.3%	11.3%
$20,000 - $29,999	746	14.5%	25.8%
$30,000 - $39,999	964	18.7%	44.6%
$40,000 - $59,999	1,455	28.2%	72.9%
$60,000 - $79,999	832	16.1%	89.1%
Over $80,000	563	10.9%	100.0%
TOTAL	5,143	100.0%	100.0%
No Answer	467		

Mean Household Size 2.66

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Quincy Adams** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	7	0.2%	0.2%
18 - 24	244	7.8%	8.1%
25 - 34	1,104	35.5%	43.7%
35 - 44	743	23.9%	67.6%
45 - 64	871	28.0%	95.7%
65 and Older	133	4.2%	100.0%
TOTAL	3,102	100.0%	100.0%
No Answer	0		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	1,190	38.5%
Female	1,898	61.4%
TOTAL	3,089	100.0%
No Answer	13	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	2,217	71.7%	71.7%
Tradesperson	38	1.2%	72.9%
Clerical	481	15.5%	88.5%
Sales/Retail	112	3.6%	92.1%
Homemaker	20	0.6%	92.8%
Student	94	3.0%	95.8%
Retired	106	3.4%	99.2%
Unemployed	3	0.0%	99.3%
Other	21	0.6%	100.0%
TOTAL	3,092	100.0%	100.0%
No Answer	11		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	99	3.4%	3.5%
$20,000 - $29,999	181	6.3%	9.8%
$30,000 - $39,999	346	12.0%	21.9%
$40,000 - $59,999	804	28.0%	50.0%
$60,000 - $79,999	763	26.6%	76.6%
Over $80,000	669	23.3%	100.0%
TOTAL	2,862	100.0%	100.0%
No Answer	240		

Mean Household Size 2.78

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Socioeconomic Data

Station: **Braintree** **Red Line**

Expanded Results

Age of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
17 and Under	21	0.7%	0.8%
18 - 24	274	9.8%	10.6%
25 - 34	837	30.0%	40.6%
35 - 44	636	22.8%	63.5%
45 - 64	928	33.3%	96.8%
65 and Older	90	3.2%	100.0%
TOTAL	2,786	100.0%	100.0%
No Answer	5		

Gender of Riders:

	Number of Riders	Percent of Riders
Male	1,119	40.7%
Female	1,628	59.2%
TOTAL	2,748	100.0%
No Answer	42	

Occupation of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Professional	1,870	67.2%	67.3%
Tradesperson	78	2.8%	70.1%
Clerical	503	18.0%	88.2%
Sales/Retail	80	2.8%	91.0%
Homemaker	8	0.2%	91.3%
Student	124	4.4%	95.8%
Retired	44	1.5%	97.4%
Unemployed	12	0.4%	97.8%
Other	61	2.1%	100.0%
TOTAL	2,780	100.0%	100.0%
No Answer	11		

Annual Household Income of Riders:

	Number of Riders	Percent of Riders	Cumulative Percentage
Under $20,000	81	3.1%	3.2%
$20,000 - $29,999	181	7.1%	10.3%
$30,000 - $39,999	358	14.1%	24.4%
$40,000 - $59,999	661	26.0%	50.5%
$60,000 - $79,999	670	26.4%	76.9%
Over $80,000	586	23.0%	100.0%
TOTAL	2,537	100.0%	100.0%
No Answer	254		

Mean Household Size	3.03

9. Customer Service Data

Each customer service data report comprises four tables. A large table concerns the customer ratings of twelve service quality measures. The three other tables deal with the MBTA's handling of customer complaints.

It should be noted that the ratings recorded by the survey were, of course, those of people that had chosen to use rapid transit service. Certain service attributes might have been ranked lower by potential riders that perceived rapid transit as unacceptable and did not ride it. Among people using rapid transit, those with strong positive or negative opinions about some aspect of the service were more likely than others to have filled out surveys. This would bias results toward the higher and lower ends of the rating scales used. Additional information on passenger attitudes is provided by the written comments and suggestions, summarized in chapter 13.

In addition to rating the twelve service quality measures, passengers were asked which of the measures were most important to them. In the overview text below, the level of importance shown under each heading next to each segment of the Red Line reflects how many people boarding on that segment who felt that that measure was one of the most important.

OVERVIEW OF RESULTS

Service Quality

Station Condition

Northern Segment *(low importance)* Ratings for this measure were generally high for the stations in the Northern Segment. The only station scoring below 3.7 was Central, at 3.3.

Central Segment *(low importance)* South Station and Broadway had recently been refurbished when the survey was conducted, and thus received high scores (3.7 and 3.5, respectively). Charles/MGH was considered to be in the worst condition, although still above average, at 3.1.

Dorchester Branch *(low importance)* At the time of the survey, stations on the Dorchester Branch were the only ones on the Red Line not to have been recently renovated. Andrew was in the process of renovation (2.9) and JFK/UMass had

been completed (3.9), but the others were yet to be started. As a result, scores range from 2.5 to 3.0. Stations on the Mattapan Trolley had been refurbished in 1993-4 and received higher scores for this measure.

South Shore Branch *(very low importance)* The stations on the South Shore Branch were built in the 1970s and 1980s and have been well-maintained. As a result, the ratings for station condition were above average, between 3.3 and 3.6.

Station Cleanliness

Northern Segment *(moderate importance)* Ratings for station cleanliness were slightly lower those for station condition, but still well above average.

Central Segment *(low importance)* As with the Northern Segment, the ratings of cleanliness were a few tenths of a point below those for station condition.

Dorchester Branch *(low importance)* Unlike other parts of the Red Line, the station cleanliness ratings were slightly higher than the condition ratings.

South Shore Branch *(low importance)* The mean ratings for station cleanliness were within one-tenth of a point of those for station condition.

Parking Availability

Northern Segment *(low importance - moderate at Alewife)* Passengers that did not drive to stations often skipped this question. Since there is little or no parking at most Northern Segment stations, the ratings were low (in the range of 2.0), but very few riders boarding at these stations felt this was an important measure. At Alewife, this measure received a score of 4.1.

Central Segment *(low importance)* There is little or no parking at Central Segment stations. The ratings for this measure were consequently very low, ranging from 1.9 to 2.5.

Dorchester Branch *(very low importance)* Parking is generally unavailable along the Dorchester Branch. Among those who expressed an opinion on this measure, most gave it below average ratings, with a mean of between 1.7 and 2.9.

South Shore Branch *(moderate importance)* Since many passengers boarding at South Shore stations drive to the station, this measure was relatively important. The ratings for parking availability were above average, except at Braintree (2.8). Quincy Adams scored very high on this measure (3.9).

Personal Safety

Northern Segment *(high importance)* This measure was generally considered one of the three most important. The ratings at every station were above average, ranging from 3.4 (at Central) to 3.9 (at Alewife). The high importance attached to this measure does not seem to be linked to a perceived lack of security, although there is room for improvement.

Central Segment *(high importance)* Safety was judged to be good at Central Segment stations, with mean ratings ranging from 3.2 to 3.6, but not quite as good as on the Northern Segment.

Dorchester Branch *(high importance)* This measure was considered the second most important at most of the Dorchester Branch stations. It received ratings hovering around average, with Andrew, JFK/UMass, Savin Hill and Ashmont at or above average, and Fields Corner and Shawmut below average. Most of the Mattapan Trolley stations were rated slightly above average.

South Shore Branch *(high importance)* The South Shore Branch was perceived to be the safe, with ratings ranging from 3.5 to 3.7.

Vehicle Security

Northern Segment *(very low importance - moderate at Alewife)* As with the parking availability question, many passengers skipped this question. At Alewife, the only station at which the measure was relevant, passengers rated vehicle security at 3.7.

Central Segment *(very low importance)* The ratings for this measure ranged between 2.5 and 3.1, but most people did not rate this measure at all.

Dorchester Branch *(very low importance)* Because of the lack of parking, few people rated this measure. Among those who did, vehicle security was perceived to be poor, ranging from 2.0 to 2.5.

South Shore Branch *(low importance)* This measure was rated near 3.2 for all stations, with Quincy Adams at 3.5. In spite of the many people who park at these stations, relatively few considered this to be one of the three most important service quality measures.

Cleanliness of Trains

Northern Segment *(moderate importance)* There was very little variation among the six stations on this measure, as one would expect, since trains are not station-specific. Most stations had a rating of 3.3, with Central and Kendall at 3.1 and 3.2, respectively.

Central Segment *(moderate importance)* The ratings for cleanliness were slightly lower on the Central Segment, ranging from 3.1 to 3.2

Dorchester Branch *(moderate importance)* Trains on the Dorchester Branch were perceived to be dirtier than on the rest of the Red Line, scoring at or slightly below 3.0.

South Shore Branch *(low importance)* Trains on the South Shore Branch were perceived to be cleaner than those on the Dorchester Branch, with ratings ranging from 3.1 to 3.2.

Reliability

Northern Segment *(high importance)* For every station, reliability was the most important measure. The ratings of reliability hovered near 3.3, with Harvard higher (at 3.4) and Central, Kendall and Porter slightly lower (at 3.1 or 3.2).

Central Segment *(high importance)* This was the most important measure at all stations of the Central Segment, except Charles/MGH. The ratings were slightly above average, ranging from 3.0 at Broadway to 3.4 at Park Street.

Dorchester Branch *(high importance)* The reliability ratings for most of the Dorchester Branch were between 2.8 and 3.1. The fact that the Dorchester Branch receives only half the service of the Central and Northern Segments, and was served mainly by 1963-vintage trains at the time of the survey, contributed to the lower scores. Scores for the Mattapan Trolley varied widely, between 2.6 and 3.4.

South Shore Branch *(high importance)* At every station, this was felt to be the most important measure. The ratings were quite low (2.6 or 2.7) because passengers had been experiencing delays due to track problems during the time of the survey. These problems have since been repaired.

Explanation of Delays

Northern Segment *(low importance)* This measure received generally low ratings, in the range of 2.8. In fact, except for the parking-related measures, this measure received the worst rating. In spite of the fact that explanation of delays was felt to be below average, it was not considered to be important.

Central Segment *(low importance)* As on the Northern Segment, explanation of delays was perceived to be below average, scoring between 2.7 and 3.0

Dorchester Branch *(low importance)* The Dorchester Branch also scored low on this measure, in the range of 2.6 to 2.8.

South Shore Branch *(low importance)* The ratings at South Shore Branch stations were similar to those on other parts of the Red Line, ranging from 2.6 to 2.7.

Announcement of Stops

Northern Segment *(very low importance)* The announcement of stops on the Red Line is generally thought to be average, receiving mean ratings mostly around 3.0. Very few people care strongly about this measure, as it, along with the parking-related measures, received the fewest check marks for importance. With the introduction of new Red Line cars (with automated announcements) taking place mostly after the survey was conducted, this measure would likely receive higher marks today.

Central Segment *(very low importance)* This measure was rated slightly higher on the Central Segment than on the Northern Segment, ranging from 3.0 to 3.3. Because station signs are easily visible from the trains, few people considered station announcements important.

Dorchester Branch *(low importance)* The ratings for this measure on the Dorchester Branch were 3.2 for the inner two stations and 3.0 for the outer four. Ratings were generally lower on the Mattapan Trolley.

South Shore Branch *(very low importance)* Similar to the rest of the Red Line, ratings for this measure at South Shore stations were at or slightly above average.

Availability of Seating

Northern Segment *(moderate importance)* The station-by-station ratings for this measure depended mainly on the station's distance from Alewife, the terminal station. At Alewife (3.6) and Davis (3.3), most people were satisfied with the availability of seating. Scores at the other stations were closer to average.

Central Segment *(moderate importance)* This measure received scores hovering around 3.2, except a 2.8 at Broadway, which is near the peak load point.

Dorchester Branch *(moderate importance)* As with other parts of the system, the rating on this measure depended on the distance from the terminal station. The scores ranged from 3.0 at Ashmont to 2.4 at Savin Hill. Scores were higher on the trolley.

South Shore Branch *(moderate importance)* The ratings for this measure decline steadily from 3.1 at Braintree to 2.2 at North Quincy.

Frequency of Service

Northern Segment *(high importance)* This measure was considered one of the three most important for all stations on the Northern Segment of the Red Line. The ratings were well above average, ranging from 3.4 to 3.8. These ratings reflect the fact that passengers on this segment receive almost twice as much service as passengers on each of the southern branches.

Central Segment *(high importance)* Central Segment passengers receive the same amount of service as those on the Northern Segment, and their ratings for this measure were nearly as high, 3.4 or 3.5 for most stations. Only Broadway was lower, at 3.2 for reasons which are unclear.

Dorchester Branch *(high importance)* Ratings for Andrew and JFK/UMass were above average (3.3 or 3.4) while the ratings for the rest of the Dorchester Branch, which receives only half as much service, were noticeable lower, between 2.9 and 3.1.

South Shore Branch *(high importance)* Similar to the outer stations on the Dorchester Branch, ratings for this measure were only slightly above average, ranging from 3.0 to 3.2.

Travel Time/Speed

Northern Segment *(high importance)* Along with reliability, frequency and personal safety, travel time/speed was considered to be very important. The ratings for this measure were well above average, scoring 3.6 at almost every station.

Central Segment *(high importance)* This measure was one of the three most important on the Central Segment. The ratings were well above average, ranging from 3.4 to 3.7.

Dorchester Branch *(high importance)* Ratings for this measure were similar to those for frequency of service. Andrew and JFK/UMass scored well above average (3.4 and 3.5), while the other stations were barely above average.

South Shore Branch *(high importance)* Due to the length of the line and the delays mentioned above (see Reliability), scores for this measure were lower on the South Shore Branch than on the rest of the Red Line. They hovered around 3.0.

Complaint Handling

Northern Segment

Responses to the questions on complaint handling show that between 12% and 17% of northern Red Line passengers have ever complained to the MBTA in writing or by phone. Of those who have, between 33% and 43% reported that their complaint handled within two weeks, but only 20% to 37% felt that the complaint was handled satisfactority.

Central Segment

Between 14% and 22% of passengers boarding at Central Segment stations have complained to the MBTA. Of those who did, roughly 35% had their complaint handled within two weeks and roughly 25% felt that their complain was handled satisfactorily.

Dorchester Branch

Roughly 20% of Dorchester Branch passengers have complained to the MBTA. Of these, between 25% and 35% had their complaint handled within two weeks, but only 13% to 25% felt that their complaint was handled satisfactorily.

South Shore Branch

Between 16% and 26% of South Shore Branch riders have complained to the MBTA. Between 33% and 37% reported that the MBTA had responded within two weeks, but only 25% to 30% felt that the complaint was handled satisfactorily.

DESCRIPTION OF TABLES

Service Quality

This table summarizes the results of survey question 22. In this question, passengers gave their opinions on each of twelve service attributes, on a scale of one to five. On this scale, one was very poor, three was average, and five was very good. Two and four were not labeled. For each attribute, the table shows the mean rating, the percent of passengers that assigned each rating value, the total number of passengers who marked a rating, and the number that did not respond. The non-responses are excluded from percentages. (Note that respondents were instructed to leave the service measure blank if it was not applicable.)

The final column in the table gives an indication of the importance of the service quality measure. Respondents were asked to mark the three measures that were most important to them. The "Importance" column is a tally of the number of respondents who marked each measure, expanded to represent total ridership.

Complaint Handling

Question 23 on the survey asked if the respondent had ever complained to the MBTA. For those that had, there were two follow-up questions: whether the MBTA had responded within two weeks, and whether the complaint was handled satisfactorily. These questions were included on the survey to give the MBTA Marketing Department some feedback on their customer complaint service. The three tables show the number and percent of people answering yes and no to each of the questions, and the number of people who did not respond.

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: **Alewife** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.9	1.0%	4.4%	23.6%	46.3%	24.7%	6,909	209	189
Station cleanliness	3.7	2.3%	7.7%	28.9%	41.8%	19.3%	6,859	259	327
Parking availability	4.1	1.8%	5.6%	16.3%	33.7%	42.5%	5,736	1,383	906
Personal safety	3.9	1.0%	4.1%	22.5%	47.1%	25.3%	6,730	388	1,867
Vehicle security	3.7	1.6%	7.0%	33.3%	39.3%	18.7%	5,331	1,787	437
Cleanliness of trains	3.3	2.4%	12.9%	43.3%	33.4%	8.0%	6,850	268	473
Reliability	3.3	5.9%	15.3%	31.8%	34.1%	12.9%	6,948	170	2,773
Explanation of delays	2.9	14.1%	21.2%	35.8%	22.1%	6.8%	6,405	713	133
Announcement of stops	3.0	10.1%	23.2%	34.4%	22.3%	10.0%	6,752	366	59
Availability of seating	3.6	2.9%	10.1%	32.1%	33.3%	21.6%	6,870	249	629
Frequency of service	3.8	1.9%	6.2%	25.9%	44.1%	21.9%	6,881	237	1,964
Travel time/speed	3.6	2.3%	8.1%	29.4%	43.0%	17.1%	6,889	229	1,649

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	1,058	15.1%
No	5,952	84.9%
Total	7,010	100.0%
No Answer	107	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	398	40.7%
No	581	59.3%
Total	979	100.0%
No Answer	79	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	326	36.1%
No	576	63.9%
Total	902	100.0%
No Answer	156	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: **Davis** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.7	1.4%	5.1%	32.3%	42.8%	18.3%	6,797	124	241
Station cleanliness	3.5	2.1%	9.8%	35.2%	39.5%	13.3%	6,753	169	454
Parking availability	2.2	36.9%	24.2%	24.1%	10.6%	4.3%	3,521	3,401	120
Personal safety	3.8	1.1%	4.3%	29.2%	45.1%	20.2%	6,578	343	2,109
Vehicle security	2.9	12.9%	14.0%	48.7%	18.9%	5.5%	1,945	4,976	21
Cleanliness of trains	3.3	2.6%	10.8%	47.0%	33.2%	6.4%	6,612	310	495
Reliability	3.3	5.2%	15.0%	33.0%	36.3%	10.6%	6,754	168	2,841
Explanation of delays	2.8	16.2%	23.9%	31.0%	22.2%	6.8%	6,312	609	315
Announcement of stops	3.1	10.2%	20.1%	35.2%	22.9%	11.6%	6,591	330	70
Availability of seating	3.3	5.5%	13.4%	40.9%	30.3%	9.9%	6,736	186	672
Frequency of service	3.6	2.4%	7.3%	32.8%	42.4%	15.0%	6,733	189	2,363
Travel time/speed	3.6	2.8%	8.1%	31.5%	42.0%	15.6%	6,737	184	1,885

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	880	12.9%
No	5,943	87.1%
Total	6,823	100.0%
No Answer	98	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	346	40.7%
No	504	59.3%
Total	850	100.0%
No Answer	30	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	255	32.0%
No	541	68.0%
Total	796	100.0%
No Answer	84	

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: **Porter** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.7	1.4%	4.4%	33.8%	44.7%	15.9%	8,093	155	252
Station cleanliness	3.5	2.8%	9.4%	35.1%	41.6%	11.1%	7,998	250	555
Parking availability	2.0	52.2%	18.4%	15.1%	10.0%	4.3%	4,110	4,138	149
Personal safety	3.8	1.6%	4.5%	28.9%	46.8%	18.1%	7,862	386	2,461
Vehicle security	2.6	23.5%	15.8%	39.1%	18.7%	3.0%	2,208	6,040	75
Cleanliness of trains	3.3	2.4%	12.4%	45.3%	34.5%	5.5%	7,866	381	494
Reliability	3.2	7.3%	18.2%	34.4%	31.9%	8.2%	8,022	226	3,598
Explanation of delays	2.8	15.5%	23.8%	34.0%	19.7%	7.0%	7,514	734	329
Announcement of stops	3.1	8.7%	21.1%	33.0%	25.4%	11.8%	7,814	434	98
Availability of seating	3.0	7.3%	19.9%	42.7%	23.0%	7.1%	7,984	264	663
Frequency of service	3.4	4.3%	9.3%	36.4%	40.5%	9.5%	8,024	224	3,042
Travel time/speed	3.5	4.1%	8.3%	33.6%	39.6%	14.5%	8,035	213	2,287

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	1,124	13.7%
No	7,093	86.3%
Total	8,217	100.0%
No Answer	30	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	414	39.9%
No	623	60.1%
Total	1,037	100.0%
No Answer	87	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	285	27.6%
No	747	72.4%
Total	1,032	100.0%
No Answer	91	

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: **Harvard** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.7	1.2%	4.8%	30.9%	45.7%	17.3%	12,487	382	394
Station cleanliness	3.5	2.8%	9.6%	37.2%	38.3%	12.2%	12,394	475	863
Parking availability	1.7	61.8%	16.0%	12.3%	6.4%	3.5%	6,172	6,697	221
Personal safety	3.8	1.1%	4.8%	27.8%	46.9%	19.4%	12,016	853	3,718
Vehicle security	2.8	18.5%	14.4%	39.1%	22.3%	5.7%	3,225	9,644	65
Cleanliness of trains	3.3	2.4%	12.9%	44.1%	34.1%	6.5%	12,090	779	963
Reliability	3.4	4.4%	13.8%	34.4%	36.3%	11.1%	12,388	481	4,872
Explanation of delays	2.8	13.3%	24.2%	33.7%	22.5%	6.2%	11,297	1,572	397
Announcement of stops	3.1	10.0%	19.7%	31.9%	26.4%	11.9%	11,999	870	113
Availability of seating	3.0	8.2%	20.4%	39.1%	24.6%	7.7%	12,277	592	1,090
Frequency of service	3.6	2.3%	9.0%	32.6%	42.7%	13.4%	12,337	532	4,447
Travel time/speed	3.6	2.7%	8.2%	29.9%	43.2%	16.1%	12,345	524	3,444

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	1,631	12.9%
No	11,038	87.1%
Total	12,669	100.0%
No Answer	199	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	649	43.3%
No	851	56.7%
Total	1,500	100.0%
No Answer	130	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	510	37.4%
No	855	62.6%
Total	1,365	100.0%
No Answer	265	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: **Central** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.3	2.2%	14.1%	45.7%	29.2%	8.8%	6,042	280	289
Station cleanliness	3.1	5.6%	18.0%	41.9%	26.6%	7.9%	6,080	243	562
Parking availability	1.9	51.2%	22.3%	16.0%	6.3%	4.2%	3,346	2,977	92
Personal safety	3.4	3.3%	9.4%	42.7%	32.9%	11.6%	5,814	509	1,797
Vehicle security	2.5	23.3%	18.7%	44.0%	10.3%	3.6%	1,892	4,431	72
Cleanliness of trains	3.1	5.1%	15.8%	45.7%	28.4%	5.1%	5,890	433	406
Reliability	3.1	8.2%	19.4%	33.3%	29.5%	9.5%	6,008	315	2,302
Explanation of delays	2.7	19.9%	23.1%	33.5%	17.3%	6.1%	5,611	712	298
Announcement of stops	3.1	11.3%	18.3%	35.1%	22.9%	12.4%	5,933	389	111
Availability of seating	3.0	10.6%	16.3%	39.4%	25.8%	7.8%	5,986	337	426
Frequency of service	3.4	4.7%	12.1%	37.3%	34.4%	11.6%	5,966	357	2,030
Travel time/speed	3.6	3.0%	9.1%	32.3%	40.5%	15.1%	6,039	284	1,673

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	1,055	17.1%
No	5,103	82.9%
Total	6,158	100.0%
No Answer	164	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	381	40.4%
No	562	59.6%
Total	943	100.0%
No Answer	112	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	211	24.3%
No	659	75.7%
Total	870	100.0%
No Answer	184	

CTPS
8/28/97

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **Kendall** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.7	1.3%	5.5%	29.2%	45.5%	18.5%	4,137	166	135
Station cleanliness	3.6	2.1%	8.3%	33.9%	41.6%	14.1%	4,124	178	297
Parking availability	2.1	44.0%	21.8%	20.5%	9.2%	4.5%	2,297	2,006	135
Personal safety	3.6	1.1%	5.9%	34.7%	43.4%	14.9%	3,966	337	1,129
Vehicle security	2.8	17.9%	14.1%	44.4%	17.6%	6.0%	1,524	2,779	81
Cleanliness of trains	3.2	2.5%	15.1%	45.4%	31.1%	5.9%	3,931	372	274
Reliability	3.2	6.8%	17.4%	36.5%	29.1%	10.2%	4,134	168	1,582
Explanation of delays	2.7	20.0%	24.5%	30.2%	20.6%	4.8%	3,618	685	126
Announcement of stops	3.0	13.0%	20.7%	31.5%	22.5%	12.3%	3,966	337	40
Availability of seating	3.2	4.4%	14.5%	43.3%	30.9%	7.0%	4,031	272	245
Frequency of service	3.4	3.8%	12.4%	39.7%	32.4%	11.8%	4,062	241	1,433
Travel time/speed	3.6	2.4%	10.0%	33.3%	38.8%	15.5%	4,134	169	1,029

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	516	12.3%
No	3,688	87.7%
Total	4,204	100.0%
No Answer	98	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	165	33.5%
No	328	66.5%
Total	493	100.0%
No Answer	22	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	91	19.6%
No	374	80.4%
Total	465	100.0%
No Answer	51	

CTPS
8/28/97

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **Charles/MGH** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.1	4.9%	18.7%	45.0%	24.9%	6.5%	3,198	85	118
Station cleanliness	3.1	3.6%	16.5%	48.3%	25.0%	6.6%	3,180	103	281
Parking availability	1.9	56.6%	14.6%	13.4%	10.6%	4.8%	1,818	1,465	79
Personal safety	3.6	1.5%	8.0%	35.9%	36.5%	18.1%	3,057	225	783
Vehicle security	2.7	25.9%	9.4%	41.2%	19.5%	4.0%	1,202	2,081	54
Cleanliness of trains	3.1	6.6%	15.8%	48.4%	24.2%	5.0%	2,971	312	314
Reliability	3.3	6.0%	16.3%	30.6%	33.8%	13.3%	3,185	98	1,082
Explanation of delays	2.7	19.1%	24.2%	32.3%	18.6%	5.9%	2,800	483	113
Announcement of stops	3.2	12.1%	16.9%	27.8%	25.1%	18.1%	3,141	142	34
Availability of seating	3.2	6.5%	13.7%	40.6%	30.1%	9.0%	3,146	136	221
Frequency of service	3.5	2.3%	12.2%	34.9%	36.9%	13.8%	3,223	60	1,096
Travel time/speed	3.6	2.2%	7.6%	33.1%	38.7%	18.5%	3,155	128	673

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	460	14.3%
No	2,747	85.7%
Total	3,207	100.0%
No Answer	75	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	143	32.9%
No	291	67.1%
Total	434	100.0%
No Answer	25	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	113	27.2%
No	302	72.8%
Total	415	100.0%
No Answer	45	

CTPS
8/28/97

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **Park Street** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.4	1.6%	11.5%	46.3%	30.9%	9.7%	1,710	70	27
Station cleanliness	3.1	7.8%	15.7%	44.7%	22.4%	9.4%	1,717	63	124
Parking availability	2.4	42.5%	14.1%	19.0%	13.7%	10.7%	1,013	767	104
Personal safety	3.6	0.6%	8.4%	34.8%	40.1%	16.0%	1,638	142	392
Vehicle security	3.1	8.1%	25.4%	29.8%	26.5%	10.2%	726	1,054	59
Cleanliness of trains	3.2	4.5%	18.5%	42.1%	27.2%	7.7%	1,567	213	150
Reliability	3.4	4.7%	15.4%	29.6%	34.6%	15.7%	1,687	94	502
Explanation of delays	3.0	12.6%	15.2%	41.6%	23.3%	7.3%	1,407	373	53
Announcement of stops	3.0	11.2%	25.4%	27.8%	26.4%	9.1%	1,611	169	0
Availability of seating	3.3	4.2%	19.6%	35.5%	28.4%	12.3%	1,675	106	149
Frequency of service	3.5	2.6%	7.8%	39.8%	32.1%	17.7%	1,680	100	402
Travel time/speed	3.7	2.3%	7.4%	30.1%	43.5%	16.8%	1,654	127	347

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Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	271	15.2%
No	1,509	84.8%
Total	1,780	100.0%
No Answer	0	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	110	44.2%
No	139	55.8%
Total	249	100.0%
No Answer	22	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	42	21.5%
No	153	78.5%
Total	195	100.0%
No Answer	75	

CTPS
8/29/97

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: **Downtown Crossing** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.2	2.0%	14.5%	53.5%	21.1%	8.9%	3,567	185	110
Station cleanliness	3.0	6.0%	21.0%	40.6%	26.7%	5.7%	3,497	255	224
Parking availability	2.5	41.2%	8.3%	22.5%	17.8%	10.3%	1,887	1,865	127
Personal safety	3.4	3.0%	8.7%	40.2%	38.4%	9.7%	3,251	501	948
Vehicle security	3.1	14.9%	4.2%	48.0%	25.9%	7.0%	1,394	2,358	176
Cleanliness of trains	3.2	3.7%	14.3%	44.9%	30.8%	6.4%	3,387	365	341
Reliability	3.3	9.9%	12.4%	30.5%	34.7%	12.4%	3,640	112	1,083
Explanation of delays	2.8	20.5%	20.6%	30.3%	20.3%	8.3%	2,892	860	168
Announcement of stops	3.2	11.6%	20.3%	30.3%	16.0%	21.7%	3,449	303	29
Availability of seating	3.2	10.4%	13.7%	34.2%	27.8%	13.9%	3,486	266	234
Frequency of service	3.4	6.0%	8.1%	38.5%	33.4%	14.0%	3,468	284	905
Travel time/speed	3.6	4.0%	5.7%	33.5%	41.9%	14.9%	3,530	222	553

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Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	797	21.6%
No	2,886	78.4%
Total	3,683	100.0%
No Answer	69	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	263	34.1%
No	508	65.9%
Total	771	100.0%
No Answer	25	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	222	27.9%
No	575	72.1%
Total	797	100.0%
No Answer	0	

CTPS
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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **South Station** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.7	1.6%	5.7%	30.7%	42.5%	19.5%	5,810	225	189
Station cleanliness	3.5	3.5%	8.2%	33.9%	39.5%	15.0%	5,764	271	348
Parking availability	2.2	41.6%	20.3%	19.0%	11.2%	7.9%	3,031	3,005	239
Personal safety	3.6	2.1%	6.4%	37.3%	39.4%	14.9%	5,575	460	1,693
Vehicle security	2.8	17.1%	17.7%	41.2%	16.8%	7.2%	2,295	3,740	135
Cleanliness of trains	3.1	3.9%	16.7%	48.6%	25.2%	5.7%	5,639	396	406
Reliability	3.1	8.6%	17.8%	33.5%	30.8%	9.2%	5,709	326	2,310
Explanation of delays	2.8	18.2%	23.1%	32.6%	17.1%	9.0%	5,045	991	252
Announcement of stops	3.1	8.5%	19.6%	34.9%	23.8%	13.2%	5,710	325	65
Availability of seating	3.1	9.3%	16.3%	39.7%	26.0%	8.7%	5,678	357	357
Frequency of service	3.4	3.5%	12.7%	37.2%	34.7%	12.0%	5,750	285	1,996
Travel time/speed	3.5	4.6%	10.4%	33.8%	36.4%	14.8%	5,668	368	1,356

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Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	1,046	17.7%
No	4,862	82.3%
Total	5,908	100.0%
No Answer	128	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	373	39.9%
No	563	60.1%
Total	936	100.0%
No Answer	109	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	210	24.0%
No	665	76.0%
Total	875	100.0%
No Answer	170	

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MBTA Rapid Transit
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Customer Service Data

Station: **Broadway** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.5	3.5%	8.9%	38.6%	34.7%	14.3%	1,372	57	47
Station cleanliness	3.3	5.6%	13.2%	39.9%	32.5%	8.9%	1,352	77	120
Parking availability	1.9	45.0%	31.2%	12.1%	8.1%	3.5%	813	617	49
Personal safety	3.2	7.1%	10.8%	46.9%	27.0%	8.3%	1,281	148	381
Vehicle security	2.5	25.5%	23.6%	34.0%	10.0%	6.9%	498	932	10
Cleanliness of trains	3.1	7.9%	15.6%	41.9%	29.4%	5.2%	1,311	119	100
Reliability	3.0	10.6%	19.1%	35.0%	26.1%	9.1%	1,379	51	435
Explanation of delays	2.9	17.7%	16.0%	34.3%	24.1%	7.9%	1,254	176	29
Announcement of stops	3.3	7.6%	16.2%	30.3%	30.6%	15.3%	1,314	116	39
Availability of seating	2.8	14.4%	22.0%	36.0%	21.2%	6.3%	1,352	78	123
Frequency of service	3.2	6.4%	15.5%	38.0%	30.8%	9.3%	1,358	71	387
Travel time/speed	3.4	4.8%	11.7%	34.4%	34.7%	14.5%	1,379	51	298

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	327	22.9%
No	1,102	77.1%
Total	1,429	100.0%
No Answer	0	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	95	32.4%
No	198	67.6%
Total	293	100.0%
No Answer	34	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	90	32.8%
No	184	67.2%
Total	274	100.0%
No Answer	53	

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MBTA Rapid Transit

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Customer Service Data

Station: **Andrew** **Red Line**

Expanded Results

Service Quality

	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	2.9	12.7%	17.8%	40.6%	20.5%	8.4%	2,320	134	95
Station cleanliness	2.9	12.5%	22.9%	37.9%	19.5%	7.2%	2,296	159	221
Parking availability	1.8	63.3%	12.3%	13.8%	5.9%	4.7%	1,570	884	68
Personal safety	3.0	10.7%	18.2%	37.4%	23.6%	10.1%	2,266	188	564
Vehicle security	2.2	40.6%	14.8%	32.4%	6.3%	5.9%	860	1,594	45
Cleanliness of trains	2.9	11.0%	19.2%	44.8%	18.2%	6.7%	2,234	221	125
Reliability	3.1	8.7%	19.9%	33.8%	27.6%	10.1%	2,315	139	731
Explanation of delays	2.8	18.5%	18.6%	34.8%	18.3%	9.7%	2,188	266	90
Announcement of stops	3.2	11.5%	17.7%	27.8%	22.5%	20.5%	2,250	205	46
Availability of seating	2.6	22.2%	20.3%	34.3%	17.7%	5.5%	2,279	175	149
Frequency of service	3.4	4.5%	13.6%	34.4%	36.2%	11.2%	2,275	179	454
Travel time/speed	3.5	6.1%	9.3%	35.1%	30.3%	19.2%	2,296	158	424

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	472	19.4%
No	1,963	80.6%
Total	2,435	100.0%
No Answer	18	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	129	29.5%
No	308	70.5%
Total	437	100.0%
No Answer	34	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	96	24.3%
No	299	75.7%
Total	395	100.0%
No Answer	77	

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MBTA Rapid Transit
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Customer Service Data

Station: **JFK/UMass** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.9	0.0%	4.5%	27.2%	43.4%	25.0%	3,175	255	143
Station cleanliness	3.8	0.6%	7.7%	28.2%	41.7%	21.7%	3,223	208	199
Parking availability	2.3	39.0%	20.6%	21.3%	13.3%	5.8%	2,021	1,410	135
Personal safety	3.3	8.5%	11.4%	36.4%	32.1%	11.6%	3,198	232	984
Vehicle security	2.5	27.8%	21.4%	33.7%	9.7%	7.4%	1,366	2,065	22
Cleanliness of trains	3.1	4.8%	18.2%	48.1%	23.9%	4.9%	3,153	278	248
Reliability	3.0	9.0%	21.3%	35.6%	25.0%	9.1%	3,234	197	1,178
Explanation of delays	2.8	15.8%	26.0%	32.7%	16.1%	9.4%	3,156	274	133
Announcement of stops	3.2	8.4%	19.3%	30.6%	28.6%	13.0%	3,219	212	48
Availability of seating	2.9	15.2%	16.9%	40.8%	20.3%	6.7%	3,193	238	231
Frequency of service	3.3	5.0%	12.6%	40.7%	31.2%	10.5%	3,192	238	826
Travel time/speed	3.4	5.0%	8.5%	38.3%	37.9%	10.4%	3,273	158	932

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	523	15.6%
No	2,822	84.4%
Total	3,345	100.0%
No Answer	85	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	172	34.5%
No	327	65.5%
Total	499	100.0%
No Answer	24	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	121	25.5%
No	353	74.5%
Total	474	100.0%
No Answer	49	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **Savin Hill** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	2.5	22.9%	26.7%	33.9%	9.2%	7.3%	1,174	26	65
Station cleanliness	3.0	8.0%	25.3%	37.4%	21.4%	8.0%	1,142	59	27
Parking availability	2.9	13.8%	25.8%	28.6%	17.8%	14.0%	907	294	9
Personal safety	3.1	8.4%	11.0%	47.1%	28.9%	4.6%	1,083	117	299
Vehicle security	2.5	19.9%	26.5%	41.3%	10.0%	2.3%	744	457	9
Cleanliness of trains	3.0	8.8%	17.5%	42.8%	22.8%	8.1%	1,132	68	82
Reliability	2.9	16.0%	21.2%	34.1%	18.1%	10.6%	1,167	34	357
Explanation of delays	2.8	18.0%	21.4%	32.2%	21.4%	7.0%	1,135	66	15
Announcement of stops	3.0	14.3%	16.0%	34.2%	26.4%	9.1%	1,150	51	8
Availability of seating	2.4	26.4%	23.9%	36.5%	10.6%	2.6%	1,139	62	68
Frequency of service	3.0	8.6%	18.9%	45.5%	19.7%	7.3%	1,148	53	318
Travel time/speed	3.2	7.1%	12.7%	42.3%	28.8%	9.0%	1,150	51	290

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	194	16.3%
No	999	83.7%
Total	1,193	100.0%
No Answer	7	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	60	32.3%
No	126	67.7%
Total	186	100.0%
No Answer	7	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	23	13.0%
No	154	87.0%
Total	177	100.0%
No Answer	16	

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MBTA Rapid Transit
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Customer Service Data

Station: **Fields Corner** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	2.9	13.5%	17.0%	45.5%	15.4%	8.5%	2,747	319	113
Station cleanliness	3.1	8.3%	18.9%	40.4%	21.7%	10.8%	2,760	306	232
Parking availability	1.7	62.8%	15.8%	13.2%	5.6%	2.5%	1,986	1,080	104
Personal safety	2.8	12.5%	20.5%	43.3%	17.1%	6.6%	2,658	408	601
Vehicle security	2.1	39.8%	24.9%	21.2%	9.0%	5.0%	1,235	1,831	28
Cleanliness of trains	2.9	8.5%	22.5%	45.3%	19.2%	4.6%	2,746	320	168
Reliability	2.8	21.2%	20.6%	27.2%	21.6%	9.4%	2,842	224	723
Explanation of delays	2.7	21.6%	22.6%	30.7%	16.6%	8.5%	2,669	397	164
Announcement of stops	3.0	14.3%	18.2%	33.0%	23.2%	11.4%	2,760	306	38
Availability of seating	2.5	23.9%	24.1%	33.3%	16.0%	2.8%	2,768	298	216
Frequency of service	3.0	12.3%	17.6%	39.0%	23.9%	7.2%	2,797	269	597
Travel time/speed	3.1	12.0%	16.6%	33.1%	26.4%	11.9%	2,779	287	453

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	611	20.3%
No	2,406	79.7%
Total	3,017	100.0%
No Answer	49	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	204	34.8%
No	382	65.2%
Total	586	100.0%
No Answer	25	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	102	19.1%
No	433	80.9%
Total	535	100.0%
No Answer	75	

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MBTA Rapid Transit
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Customer Service Data

Station: **Shawmut** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	2.5	22.5%	23.8%	41.5%	10.6%	1.6%	1,160	38	63
Station cleanliness	2.8	11.6%	20.0%	45.3%	18.3%	4.9%	1,161	36	54
Parking availability	2.1	41.5%	18.6%	29.1%	8.3%	2.5%	810	387	19
Personal safety	2.6	13.1%	30.6%	41.5%	12.3%	2.5%	1,115	83	342
Vehicle security	2.0	37.5%	27.2%	33.4%	1.8%	0.0%	520	677	0
Cleanliness of trains	2.8	6.6%	21.7%	57.0%	10.7%	4.0%	1,134	63	58
Reliability	2.8	13.3%	27.1%	33.7%	16.1%	9.9%	1,161	36	407
Explanation of delays	2.6	21.2%	31.5%	21.7%	18.8%	6.9%	1,154	44	75
Announcement of stops	3.0	10.1%	25.0%	29.8%	26.3%	8.8%	1,090	107	19
Availability of seating	2.6	19.5%	24.2%	35.4%	18.6%	2.3%	1,144	54	153
Frequency of service	2.9	10.1%	21.4%	37.1%	26.4%	5.0%	1,136	61	269
Travel time/speed	3.0	7.0%	23.9%	34.7%	27.6%	6.8%	1,144	54	298

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?	Number of Riders	Percent of Riders
Yes	349	29.4%
No	839	70.6%
Total	1,188	100.0%
No Answer	9	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	91	27.6%
No	239	72.4%
Total	330	100.0%
No Answer	18	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	56	18.5%
No	246	81.5%
Total	302	100.0%
No Answer	45	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: **Ashmont** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.0	8.1%	14.2%	49.7%	21.0%	7.0%	3,709	239	223
Station cleanliness	2.9	9.2%	20.6%	45.8%	17.8%	6.5%	3,685	262	324
Parking availability	2.1	42.1%	23.5%	22.9%	7.9%	3.6%	2,516	1,432	167
Personal safety	3.0	9.9%	16.5%	44.9%	22.1%	6.6%	3,541	407	959
Vehicle security	2.4	26.0%	25.0%	35.6%	10.4%	3.0%	1,790	2,158	82
Cleanliness of trains	2.9	9.2%	22.8%	41.6%	20.1%	6.3%	3,576	372	418
Reliability	2.8	17.5%	22.7%	29.1%	21.1%	9.5%	3,733	215	1,191
Explanation of delays	2.6	22.5%	24.3%	28.8%	16.7%	7.7%	3,639	309	219
Announcement of stops	3.0	14.7%	20.3%	30.0%	19.2%	15.8%	3,651	296	76
Availability of seating	3.0	13.7%	15.1%	36.2%	23.7%	11.3%	3,688	260	375
Frequency of service	3.1	10.7%	16.0%	35.7%	27.7%	10.0%	3,697	251	869
Travel time/speed	3.1	10.1%	17.2%	33.3%	28.2%	11.2%	3,704	243	888

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	1,013	25.9%
No	2,903	74.1%
Total	3,916	100.0%
No Answer	31	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	235	25.5%
No	685	74.5%
Total	920	100.0%
No Answer	93	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	173	19.8%
No	699	80.2%
Total	872	100.0%
No Answer	141	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **Ashmont** **Mattapan Trolley**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.6	0.0%	14.6%	35.3%	21.6%	28.5%	120	23	7
Station cleanliness	3.3	6.1%	7.0%	54.9%	13.1%	19.0%	96	47	12
Parking availability	3.4	8.6%	0.0%	35.3%	56.1%	0.0%	68	75	0
Personal safety	3.2	0.0%	0.0%	77.2%	22.8%	0.0%	84	59	18
Vehicle security	2.6	25.5%	9.8%	54.9%	0.0%	9.8%	68	75	0
Cleanliness of trains	3.5	12.0%	11.3%	36.0%	0.0%	40.7%	104	39	12
Reliability	2.6	38.2%	4.9%	25.0%	21.6%	10.4%	120	23	40
Explanation of delays	2.4	23.6%	18.2%	51.2%	7.0%	0.0%	96	47	0
Announcement of stops	2.3	21.7%	40.6%	29.8%	0.0%	7.9%	84	59	12
Availability of seating	3.7	0.0%	5.4%	45.2%	26.3%	23.1%	108	35	0
Frequency of service	3.0	23.0%	10.4%	25.6%	20.8%	20.2%	120	23	29
Travel time/speed	3.2	9.6%	14.5%	44.5%	10.4%	20.9%	120	23	36

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	33	24.1%
No	104	75.9%
Total	137	100.0%
No Answer	5	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	0	0.0%
No	22	100.0%
Total	22	100.0%
No Answer	11	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	0	0.0%
No	22	100.0%
Total	22	100.0%
No Answer	11	

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **Cedar Grove** **Mattapan Trolley**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.2	8.4%	9.0%	47.5%	26.5%	8.4%	138	17	7
Station cleanliness	3.2	12.8%	0.0%	43.5%	39.5%	4.3%	137	18	6
Parking availability	2.2	39.9%	12.2%	35.7%	12.2%	0.0%	102	53	0
Personal safety	2.6	13.4%	33.8%	39.5%	9.1%	4.3%	137	18	60
Vehicle security	2.2	34.4%	14.7%	44.0%	6.9%	0.0%	85	71	0
Cleanliness of trains	2.6	24.4%	13.4%	37.2%	25.0%	0.0%	143	13	6
Reliability	3.3	8.1%	12.1%	42.2%	16.2%	21.4%	144	12	54
Explanation of delays	2.8	20.6%	21.3%	25.7%	22.1%	10.3%	113	42	18
Announcement of stops	2.7	21.3%	14.0%	39.0%	21.4%	4.3%	137	19	0
Availability of seating	3.0	4.3%	26.7%	34.5%	30.3%	4.3%	137	18	7
Frequency of service	3.3	0.0%	17.5%	51.7%	12.7%	18.1%	138	18	60
Travel time/speed	3.2	8.5%	13.4%	39.4%	29.7%	9.1%	137	18	18

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	30	20.1%
No	119	79.9%
Total	149	100.0%
No Answer	6	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	18	60.0%
No	12	40.0%
Total	30	100.0%
No Answer	0	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	18	60.0%
No	12	40.0%
Total	30	100.0%
No Answer	0	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **Butler** **Mattapan Trolley**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.1	4.6%	23.2%	47.6%	9.3%	15.2%	126	0	6
Station cleanliness	3.1	4.9%	30.1%	29.4%	25.1%	10.5%	119	7	12
Parking availability	2.2	49.9%	14.0%	14.0%	7.0%	15.0%	83	43	6
Personal safety	3.0	5.4%	32.3%	28.5%	21.5%	12.3%	108	17	53
Vehicle security	2.4	27.8%	8.9%	54.4%	8.9%	0.0%	66	60	12
Cleanliness of trains	2.6	15.4%	25.2%	39.8%	19.6%	0.0%	119	7	6
Reliability	3.2	9.9%	27.9%	18.6%	24.5%	19.1%	126	0	47
Explanation of delays	2.2	36.1%	28.7%	18.0%	11.5%	5.7%	102	24	12
Announcement of stops	3.0	19.9%	9.9%	27.7%	33.2%	9.3%	126	0	6
Availability of seating	2.8	24.5%	4.6%	47.6%	13.9%	9.3%	126	0	6
Frequency of service	3.5	0.0%	13.9%	37.7%	37.8%	10.6%	126	0	41
Travel time/speed	3.7	0.0%	9.3%	33.2%	37.7%	19.9%	126	0	47

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	43	34.1%
No	83	65.9%
Total	126	100.0%
No Answer	0	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	18	50.0%
No	18	50.0%
Total	36	100.0%
No Answer	6	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	0	0.0%
No	29	100.0%
Total	29	100.0%
No Answer	13	

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MBTA Rapid Transit
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Customer Service Data

Station: **Milton** **Mattapan Trolley**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.2	2.9%	17.9%	43.8%	22.1%	13.3%	401	35	6
Station cleanliness	3.2	3.1%	17.9%	48.0%	19.4%	11.6%	401	35	23
Parking availability	2.7	29.7%	15.3%	27.5%	15.0%	12.5%	278	158	0
Personal safety	3.1	10.8%	23.6%	28.7%	22.0%	15.0%	395	41	98
Vehicle security	2.5	21.9%	31.1%	28.1%	15.8%	3.1%	190	246	12
Cleanliness of trains	3.0	4.4%	22.2%	47.9%	22.6%	2.9%	395	41	45
Reliability	3.0	5.9%	30.5%	29.3%	29.9%	4.3%	407	29	156
Explanation of delays	2.5	29.3%	20.3%	26.5%	19.7%	4.3%	407	29	17
Announcement of stops	3.1	12.0%	20.6%	32.3%	20.4%	14.7%	401	35	27
Availability of seating	3.1	12.0%	16.5%	31.5%	30.8%	9.2%	389	47	29
Frequency of service	3.3	4.3%	13.5%	41.3%	31.8%	8.9%	401	35	115
Travel time/speed	3.1	3.2%	26.9%	33.4%	28.7%	7.7%	389	47	109

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	95	23.5%
No	310	76.5%
Total	405	100.0%
No Answer	30	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	46	48.9%
No	48	51.1%
Total	94	100.0%
No Answer	0	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	30	39.0%
No	47	61.0%
Total	77	100.0%
No Answer	18	

MBTA Rapid Transit
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Customer Service Data

Station: **Central Avenue** **Mattapan Trolley**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.2	3.4%	3.4%	62.7%	27.3%	3.3%	348	33	16
Station cleanliness	3.1	1.7%	18.9%	50.6%	28.7%	0.0%	336	46	28
Parking availability	1.9	55.6%	19.1%	12.4%	9.8%	3.1%	188	194	0
Personal safety	3.1	7.6%	17.1%	36.9%	32.4%	5.9%	307	75	82
Vehicle security	2.1	42.3%	19.5%	23.5%	14.8%	0.0%	124	258	0
Cleanliness of trains	2.8	12.4%	23.6%	40.8%	18.3%	4.8%	364	18	23
Reliability	2.8	16.0%	19.9%	37.1%	19.4%	7.6%	364	18	164
Explanation of delays	2.5	23.2%	24.1%	29.8%	23.0%	0.0%	353	29	18
Announcement of stops	2.9	20.5%	14.2%	36.2%	16.5%	12.7%	289	93	0
Availability of seating	3.3	8.6%	6.9%	46.3%	22.8%	15.4%	340	42	42
Frequency of service	3.1	5.2%	18.4%	43.3%	26.5%	6.6%	353	29	100
Travel time/speed	3.3	3.3%	13.3%	50.0%	21.6%	11.8%	352	30	104

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	81	21.9%
No	289	78.1%
Total	370	100.0%
No Answer	11	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	13	15.9%
No	69	84.1%
Total	82	100.0%
No Answer	0	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	13	18.6%
No	57	81.4%
Total	70	100.0%
No Answer	11	

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MBTA Rapid Transit
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Customer Service Data

Station: **Valley Road** **Mattapan Trolley**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.4	0.0%	10.3%	44.8%	36.0%	9.0%	65	0	0
Station cleanliness	3.5	0.0%	9.0%	37.0%	45.0%	9.0%	65	0	6
Parking availability	1.6	80.5%	0.0%	0.0%	19.5%	0.0%	59	6	0
Personal safety	3.1	0.0%	18.0%	55.2%	26.8%	0.0%	65	0	24
Vehicle security	2.4	40.2%	20.1%	0.0%	39.7%	0.0%	29	36	0
Cleanliness of trains	3.2	0.0%	9.0%	73.0%	9.0%	9.0%	65	0	6
Reliability	3.4	0.0%	19.3%	35.8%	27.0%	18.0%	65	0	30
Explanation of delays	2.4	21.2%	29.7%	39.3%	9.9%	0.0%	59	6	0
Announcement of stops	2.6	21.2%	19.8%	39.5%	19.5%	0.0%	59	6	0
Availability of seating	3.4	0.0%	9.0%	55.2%	18.0%	17.8%	65	0	0
Frequency of service	3.2	0.0%	26.8%	37.2%	27.0%	9.0%	65	0	24
Travel time/speed	3.5	0.0%	0.0%	46.2%	53.8%	0.0%	65	0	18

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	23	35.4%
No	42	64.6%
Total	65	100.0%
No Answer	0	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	6	26.1%
No	17	73.9%
Total	23	100.0%
No Answer	0	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	6	26.1%
No	17	73.9%
Total	23	100.0%
No Answer	0	

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MBTA Rapid Transit
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Customer Service Data

Station: **Capen Street** **Mattapan Trolley**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.7	0.0%	11.5%	31.0%	34.5%	22.9%	152	0	0
Station cleanliness	3.7	0.0%	8.0%	32.3%	39.9%	19.8%	146	6	0
Parking availability	2.1	44.4%	22.2%	22.2%	0.0%	11.1%	53	100	12
Personal safety	3.4	3.8%	15.3%	38.3%	19.1%	23.5%	152	0	30
Vehicle security	2.7	0.0%	33.3%	66.7%	0.0%	0.0%	35	117	0
Cleanliness of trains	3.2	4.0%	16.0%	43.7%	32.4%	4.0%	146	6	0
Reliability	3.1	8.5%	19.8%	35.8%	19.9%	15.9%	146	6	42
Explanation of delays	2.5	14.2%	29.1%	47.2%	9.5%	0.0%	123	29	0
Announcement of stops	2.5	24.9%	20.8%	37.8%	16.5%	0.0%	141	12	0
Availability of seating	2.8	3.8%	35.0%	38.3%	19.1%	3.8%	152	0	12
Frequency of service	3.5	0.0%	12.0%	42.1%	30.6%	15.3%	152	0	6
Travel time/speed	3.4	0.0%	16.5%	43.8%	23.8%	15.9%	146	6	36

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	29	19.9%
No	117	80.1%
Total	146	100.0%
No Answer	5	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	6	20.7%
No	23	79.3%
Total	29	100.0%
No Answer	0	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	6	33.3%
No	12	66.7%
Total	18	100.0%
No Answer	11	

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MBTA Rapid Transit
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Customer Service Data

Station: **Mattapan** **Mattapan Trolley**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Impor-tance*
Station condition	3.2	4.7%	13.4%	47.3%	21.6%	13.0%	946	116	54
Station cleanliness	3.3	5.2%	14.0%	40.7%	27.2%	12.8%	858	203	52
Parking availability	2.8	26.3%	20.4%	18.3%	15.9%	19.0%	674	388	18
Personal safety	3.2	7.5%	14.1%	45.2%	22.0%	11.2%	873	189	188
Vehicle security	2.6	24.1%	21.3%	37.3%	8.1%	9.2%	512	549	24
Cleanliness of trains	2.9	12.3%	17.9%	49.0%	12.2%	8.6%	908	153	81
Reliability	2.8	18.1%	23.2%	30.7%	12.1%	15.9%	953	109	220
Explanation of delays	2.6	29.2%	16.0%	29.8%	14.4%	10.5%	916	145	24
Announcement of stops	2.8	23.0%	21.1%	25.2%	14.9%	15.7%	913	148	18
Availability of seating	3.2	10.9%	14.1%	36.9%	22.9%	15.2%	912	150	29
Frequency of service	3.1	12.4%	17.0%	32.0%	27.4%	11.1%	897	165	247
Travel time/speed	3.2	12.0%	14.2%	33.5%	25.6%	14.7%	933	129	196

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	185	18.7%
No	802	81.3%
Total	987	100.0%
No Answer	74	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	44	25.4%
No	129	74.6%
Total	173	100.0%
No Answer	11	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	31	19.4%
No	129	80.6%
Total	160	100.0%
No Answer	25	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **North Quincy** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.4	2.2%	8.7%	47.0%	34.4%	7.7%	4,044	201	71
Station cleanliness	3.4	3.7%	9.5%	43.0%	32.6%	11.2%	3,977	267	142
Parking availability	3.7	4.3%	9.3%	25.3%	37.0%	24.1%	3,310	934	278
Personal safety	3.5	3.5%	8.4%	34.9%	39.9%	13.2%	3,863	381	1,058
Vehicle security	3.2	6.1%	14.4%	40.5%	31.9%	7.0%	3,075	1,170	169
Cleanliness of trains	3.2	4.0%	16.4%	45.2%	29.2%	5.3%	3,868	376	278
Reliability	2.7	15.8%	27.5%	29.2%	21.0%	6.5%	4,094	151	1,465
Explanation of delays	2.6	20.2%	25.5%	31.3%	18.2%	4.8%	3,856	388	190
Announcement of stops	3.1	10.0%	19.1%	30.8%	26.3%	13.8%	4,014	230	53
Availability of seating	2.2	34.7%	26.1%	24.7%	10.2%	4.3%	4,005	239	434
Frequency of service	3.0	7.5%	22.1%	37.8%	26.6%	6.0%	4,022	222	1,093
Travel time/speed	3.0	8.5%	20.0%	39.7%	25.4%	6.4%	4,018	226	1,057

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	710	16.9%
No	3,482	83.1%
Total	4,192	100.0%
No Answer	52	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	228	35.6%
No	412	64.4%
Total	640	100.0%
No Answer	70	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	151	25.9%
No	431	74.1%
Total	582	100.0%
No Answer	128	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Customer Service Data

Station: **Wollaston** **Red Line**

Expanded Results

Service Quality	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.4	1.6%	9.6%	45.4%	30.7%	12.7%	3,100	115	50
Station cleanliness	3.5	3.0%	7.4%	42.3%	34.2%	13.1%	3,095	120	106
Parking availability	3.2	8.3%	15.3%	34.6%	27.6%	14.1%	2,508	707	267
Personal safety	3.6	2.8%	6.9%	34.8%	38.7%	16.8%	3,016	199	724
Vehicle security	3.1	7.2%	13.3%	47.9%	24.6%	7.0%	2,335	880	104
Cleanliness of trains	3.2	3.4%	13.9%	46.0%	29.1%	7.6%	3,018	197	142
Reliability	2.7	18.3%	24.3%	29.4%	22.0%	6.0%	3,129	86	1,257
Explanation of delays	2.6	19.8%	25.7%	31.8%	17.4%	5.3%	3,070	145	165
Announcement of stops	3.0	9.5%	22.0%	34.3%	23.6%	10.6%	3,071	144	46
Availability of seating	2.3	31.1%	26.9%	26.1%	12.0%	3.9%	3,103	112	390
Frequency of service	3.0	7.4%	21.0%	39.6%	26.2%	5.7%	3,101	114	932
Travel time/speed	3.1	6.6%	20.8%	40.1%	26.0%	6.5%	3,066	149	846

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	545	17.3%
No	2,600	82.7%
Total	3,145	100.0%
No Answer	70	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	195	38.8%
No	308	61.2%
Total	503	100.0%
No Answer	41	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	130	29.5%
No	311	70.5%
Total	441	100.0%
No Answer	103	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **Quincy Center** **Red Line**

Expanded Results

Service Quality

	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.3	3.0%	11.3%	44.6%	30.6%	10.5%	5,321	288	146
Station cleanliness	3.2	6.5%	15.0%	39.7%	29.3%	9.5%	5,228	382	337
Parking availability	3.6	4.6%	7.6%	31.4%	31.2%	25.3%	3,710	1,900	315
Personal safety	3.5	3.9%	10.4%	34.7%	34.8%	16.1%	5,093	516	1,125
Vehicle security	3.2	5.7%	14.6%	44.9%	26.3%	8.5%	3,325	2,285	139
Cleanliness of trains	3.2	4.7%	17.0%	43.3%	28.3%	6.7%	5,142	467	327
Reliability	2.7	17.5%	28.4%	28.9%	19.8%	5.4%	5,349	260	1,927
Explanation of delays	2.6	24.4%	24.2%	28.5%	17.0%	6.0%	5,166	444	277
Announcement of stops	3.1	11.8%	18.1%	34.5%	23.2%	12.4%	5,282	328	128
Availability of seating	2.6	22.7%	25.8%	29.8%	16.2%	5.5%	5,307	302	842
Frequency of service	3.0	9.1%	18.9%	39.3%	26.2%	6.4%	5,318	292	1,382
Travel time/speed	3.0	9.9%	18.7%	38.0%	25.4%	8.0%	5,311	298	1,388

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	1,436	26.2%
No	4,053	73.8%
Total	5,489	100.0%
No Answer	120	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	449	32.9%
No	916	67.1%
Total	1,365	100.0%
No Answer	71	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	334	25.7%
No	964	74.3%
Total	1,298	100.0%
No Answer	137	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **Quincy Adams** **Red Line**

Expanded Results

Service Quality

	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.6	1.4%	7.4%	39.5%	37.2%	14.5%	3,063	39	34
Station cleanliness	3.4	4.3%	13.6%	34.0%	36.0%	12.1%	3,078	24	121
Parking availability	3.9	2.5%	6.4%	18.3%	39.9%	32.9%	2,943	159	542
Personal safety	3.7	1.2%	5.6%	31.8%	41.3%	20.1%	2,987	116	614
Vehicle security	3.5	3.5%	7.0%	37.1%	37.6%	14.8%	2,863	239	258
Cleanliness of trains	3.2	2.6%	15.6%	48.3%	26.5%	7.0%	3,033	70	147
Reliability	2.6	16.8%	28.4%	33.2%	16.4%	5.2%	3,076	27	1,104
Explanation of delays	2.7	17.2%	25.9%	33.9%	17.7%	5.3%	2,906	196	76
Announcement of stops	3.0	8.1%	20.6%	39.4%	23.7%	8.3%	3,016	87	21
Availability of seating	2.9	14.5%	22.6%	32.8%	22.0%	8.0%	3,038	65	296
Frequency of service	3.1	5.6%	16.1%	43.1%	29.0%	6.2%	3,025	78	694
Travel time/speed	2.9	9.1%	20.7%	42.9%	20.9%	6.4%	3,007	96	699

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	482	15.6%
No	2,610	84.4%
Total	3,092	100.0%
No Answer	10	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	171	37.2%
No	289	62.8%
Total	460	100.0%
No Answer	21	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	125	28.7%
No	310	71.3%
Total	435	100.0%
No Answer	47	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Customer Service Data

Station: **Braintree** **Red Line**

Expanded Results

Service Quality

	Mean	Very Poor		Average		Very Good	Total	No Answer	Importance*
Station condition	3.4	1.8%	8.9%	45.0%	31.8%	12.4%	2,724	67	87
Station cleanliness	3.3	3.0%	13.5%	41.9%	30.7%	10.9%	2,659	132	128
Parking availability	2.8	17.4%	26.0%	27.3%	20.2%	9.1%	2,501	290	473
Personal safety	3.6	2.1%	6.9%	33.1%	39.6%	18.2%	2,633	158	610
Vehicle security	3.3	3.2%	12.4%	45.2%	30.8%	8.4%	2,371	420	170
Cleanliness of trains	3.1	4.8%	18.0%	45.4%	27.9%	3.8%	2,677	115	164
Reliability	2.6	18.4%	25.5%	34.4%	17.8%	3.9%	2,732	59	1,188
Explanation of delays	2.6	20.1%	29.6%	27.5%	17.4%	5.3%	2,646	145	131
Announcement of stops	3.0	9.1%	23.3%	34.9%	23.6%	9.1%	2,701	90	28
Availability of seating	3.1	10.9%	18.9%	32.3%	21.2%	16.7%	2,682	109	295
Frequency of service	3.2	4.8%	14.1%	42.4%	29.5%	9.2%	2,717	74	686
Travel time/speed	3.0	9.2%	18.1%	43.6%	23.2%	5.9%	2,694	97	812

*The number of respondents who indicated that this service quality measure was one of the three most important to them. Many respondents checked no measures while others checked more than three.

Complaint Handling

Ever complained?

	Number of Riders	Percent of Riders
Yes	542	19.6%
No	2,229	80.4%
Total	2,771	100.0%
No Answer	19	

If yes,

Complaint handled within 2 weeks?

	Number of Riders	Percent of Riders
Yes	176	36.0%
No	313	64.0%
Total	489	100.0%
No Answer	53	

Complaint handled satisfactorily?

	Number of Riders	Percent of Riders
Yes	113	26.2%
No	318	73.8%
Total	431	100.0%
No Answer	111	

10. Entries to the Rapid Transit System

These tables show where people exiting at each Red Line station entered the rapid transit system. The results are organized geographically by line with stations in order from north to south. Both the number of passengers and the percent of total exiting passengers are shown for each entry station.

It is important to note that the "Number of Riders" column shows the number of passengers who entered the system at that station, not the number of passengers who boarded the train. Therefore the "Number of Riders" figures for Park Street and Downtown Crossing are smaller than the number of people boarding trains there, because many people transferred from other lines. Those transfers are shown in the third column, "Transfers to." The figures in this column should be read as the number who transferred to the line under which the figure is listed at the station beside which the figure is listed. It can generally be assumed that people transferring to the Red Line at Park Street had transferred from the Green Line, and likewise from the Orange Line at Downtown Crossing. However, the total number of entries on the lines transferred from will not necessarily equal the number of transfers to, because some of those people had previously transferred; for example, some people transferred to the Red from the Green at Park Street, but had already transferred from the Blue Line at Government Center. These passengers would show up as Blue Line entries rather than Green Line entries.

It is also important to remember that the origin-destination information contained in these tables reflects travel only between 6:00 A.M. and 3:30 P.M. Therefore, these tables portray, for most people, the first half of a round trip. In addition, note that the survey data was expanded on the basis of boardings, not exits. Thus the total number of exits at a station (called "Total All Entries" at the end of the table) may not match the number one would get through a passenger count (see Appendix A for a full discussion).

OVERVIEW OF RESULTS

Northern Segment

As with the Exits from the Rapid Transit System tables (chapter 5), the large number of stations in the system makes it difficult to summarize the patterns of entry for passengers exiting at Red Line stations. Between 65% and 75% of trips that end at Northern Segment stations began somewhere on the Red Line, Many

of these trips take place wholly within Cambridge. Of the trips that do not begin on the Red Line, most begin on the Green Line.

Central Segment

The vast majority of trips that ended on the Central Segment began on the Red Line.[10] For Charles/MGH and South Station, most of the non-Red Line boardings began on the Green Line, while at Broadway, most began on the Orange Line.

Dorchester Branch

A smaller percentage of people exiting at Dorchester Branch stations began their trips on the Red Line, with proportionately more beginning on the Green and Orange Lines. For most stations, Downtown Crossing is clearly the most common boarding station. There were relatively few exits on the Mattapan Trolley during the survey period, and a significant number of those that did occur were "local" trips, that is, trips also beginning on the Trolley.

South Shore Branch

Roughly 62% of the people exiting at South Shore stations had begun their trip on the Red Line. The rest were split evenly between the Orange and Green lines. For several stations, South Station was the most common point of entry to the rapid transit system.

[10]The tables for Downtown Crossing and Park Street in this chapter include only passengers boarding the Red Line from outside the system. See the Orange Line report (bound separately) for the distribution of passengers exiting from the Orange Line at Downtown Crossing and the Green Line report for Green Line passengers at Park Street.

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Alewife** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	138	4.6%	
Porter	151	5.0%	
Harvard	287	9.5%	
Central	295	9.8%	
Kendall	183	6.1%	
Charles	207	6.8%	
Park Street	213	7.0%	561
Downtown Crossing	396	13.1%	223
South Station	148	4.9%	
Broadway	12	0.4%	
Andrew	0	0.0%	
JFK/UMass	58	1.9%	
Savin Hill	0	0.0%	
Fields Corner	37	1.2%	
Shawmut	0	0.0%	
Ashmont	29	1.0%	6
North Quincy	0	0.0%	
Wollaston	15	0.5%	
Quincy Center	26	0.9%	
Quincy Adams	4	0.1%	
Braintree	34	1.1%	
TOTAL	2,234	73.9%	

Green Line			
Lechmere	17	0.6%	
Science Park	0	0.0%	
North Station	6	0.2%	
Haymarket	11	0.4%	
Government Center	29	1.0%	126
Park Street	0	0.0%	
Boylston	28	0.9%	
Arlington	84	2.8%	
Copley	49	1.6%	
Hynes Conv. Ctr.	25	0.8%	
Kenmore	34	1.1%	
B Blandford–Babcock	11	0.4%	
B Pack. Cor.–Warren St.	9	0.3%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	5	0.2%	
C Brandon–Cleveland Cir.	11	0.4%	
D Fenway–Longwood	13	0.4%	
D Brook. Vill.–Brook. Hills	11	0.4%	
D Beaconsfield–Ches. Hill	15	0.5%	
D Newton Centre–Eliot	18	0.6%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	21	0.7%	
E Northeastern–Museum	26	0.9%	
E Long. Med. –Brig Cir.	12	0.4%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	435	14.4%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	13	0.4%	
Wellington	6	0.2%	
Sullivan Square	0	0.0%	
Community College	42	1.4%	
North Station	6	0.2%	
Haymarket	11	0.4%	
State	0	0.0%	13
Downtown Crossing	0	0.0%	
Chinatown	23	0.8%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	37	1.2%	
Mass. Ave.	15	0.5%	
Ruggles	0	0.0%	
Roxbury Crossing	7	0.2%	
Jackson Square	28	0.9%	
Stony Brook	0	0.0%	
Green	3	0.1%	
Forest Hills	19	0.6%	
TOTAL	210	6.9%	

Blue Line			
Wonderland	3	0.1%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	30	1.0%	
Maverick	35	1.2%	
Aquarium	72	2.4%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	140	4.6%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	6	0.2%	
TOTAL	6	0.2%	

Total All Entries	3,024	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Davis** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	52	1.9%	
Davis	0	0.0%	
Porter	91	3.4%	
Harvard	362	13.6%	
Central	407	15.3%	
Kendall	96	3.6%	
Charles	150	5.6%	
Park Street	76	2.8%	522
Downtown Crossing	245	9.2%	276
South Station	106	4.0%	
Broadway	23	0.9%	
Andrew	61	2.3%	
JFK/UMass	53	2.0%	
Savin Hill	0	0.0%	
Fields Corner	43	1.6%	
Shawmut	0	0.0%	
Ashmont	6	0.2%	12
North Quincy	12	0.4%	
Wollaston	11	0.4%	
Quincy Center	47	1.8%	
Quincy Adams	10	0.4%	
Braintree	4	0.1%	
TOTAL	1,854	69.5%	

Green Line	Number of Riders	Percent of Riders	Transfers to
Lechmere	34	1.3%	
Science Park	0	0.0%	
North Station	24	0.9%	
Haymarket	25	0.9%	
Government Center	19	0.7%	62
Park Street	0	0.0%	
Boylston	13	0.5%	
Arlington	83	3.1%	
Copley	36	1.3%	
Hynes Conv. Ctr.	7	0.3%	
Kenmore	13	0.5%	
B Blandford–Babcock	43	1.6%	
B Pack. Cor.–Warren St.	24	0.9%	
B Summit Ave.–BC	22	0.8%	
C St. Mary's–Winchester	5	0.2%	
C Brandon–Cleveland Cir.	4	0.1%	
D Fenway–Longwood	5	0.2%	
D Brook. Vill.–Brook. Hills	6	0.2%	
D Beaconsfield–Ches. Hill	19	0.7%	
D Newton Centre–Eliot	5	0.2%	
D Waban–Riverside	4	0.1%	
E Prudential–Symphony	18	0.7%	
E Northeastern–Museum	44	1.6%	
E Long. Med. –Brig Cir.	9	0.3%	
E Fenwood Rd.–Heath	5	0.2%	
TOTAL	465	17.4%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	16	0.6%	
Malden Center	54	2.0%	
Wellington	0	0.0%	
Sullivan Square	7	0.3%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	11	0.4%	
State	0	0.0%	24
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	36	1.3%	
Mass. Ave.	22	0.8%	
Ruggles	39	1.5%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	6	0.2%	
Green	10	0.4%	
Forest Hills	53	2.0%	
TOTAL	252	9.5%	

Blue Line	Number of Riders	Percent of Riders	Transfers to
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	9	0.3%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	36	1.3%	
Maverick	40	1.5%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	85	3.2%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers to
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	6	0.2%	
Milton	6	0.2%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	12	0.4%	

Total All Entries	2,669	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Porter** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	63	3.3%	
Davis	102	5.3%	
Porter	0	0.0%	
Harvard	266	13.8%	
Central	248	12.9%	
Kendall	193	10.0%	
Charles	137	7.1%	
Park Street	49	2.5%	319
Downtown Crossing	44	2.3%	130
South Station	106	5.5%	
Broadway	15	0.8%	
Andrew	26	1.4%	
JFK/UMass	60	3.1%	
Savin Hill	0	0.0%	
Fields Corner	15	0.8%	
Shawmut	18	0.9%	
Ashmont	41	2.1%	6
North Quincy	32	1.7%	
Wollaston	0	0.0%	
Quincy Center	39	2.0%	
Quincy Adams	13	0.7%	
Braintree	4	0.2%	
TOTAL	1,471	76.4%	

Green Line			
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	12	0.6%	
Haymarket	11	0.6%	
Government Center	36	1.9%	44
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	38	2.0%	
Copley	37	1.9%	
Hynes Conv. Ctr.	36	1.9%	
Kenmore	13	0.7%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	12	0.6%	
B Summit Ave.–BC	6	0.3%	
C St. Mary's–Winchester	18	0.9%	
C Brandon–Cleveland Cir.	9	0.5%	
D Fenway–Longwood	5	0.3%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	7	0.4%	
D Newton Centre–Eliot	5	0.3%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	18	0.9%	
E Northeastern–Museum	7	0.4%	
E Long. Med. –Brig Cir.	3	0.2%	
E Fenwood Rd.–Heath	3	0.2%	
TOTAL	275	14.3%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	4	0.2%	
Malden Center	5	0.3%	
Wellington	6	0.3%	
Sullivan Square	6	0.3%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	27	1.4%	13
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	7	0.4%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	12	0.6%	
Stony Brook	0	0.0%	
Green	9	0.5%	
Forest Hills	41	2.1%	
TOTAL	116	6.0%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	4	0.2%	
Suffolk Downs	0	0.0%	
Orient Heights	8	0.4%	
Wood Island	0	0.0%	
Airport	18	0.9%	
Maverick	28	1.5%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	58	3.0%	

Mattapan High Speed Line		
Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	0	0.0%
Central Ave	6	0.3%
Valley Road	0	0.0%
Capen Street	0	0.0%
Mattapan	0	0.0%
TOTAL	6	0.3%

Total All Entries	1,926	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

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Entries to the Rapid Transit System

Exit Station: **Harvard** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	549	4.4%	
Davis	1,076	8.7%	
Porter	1,020	8.3%	
Harvard	0	0.0%	
Central	670	5.4%	
Kendall	1,037	8.4%	
Charles	884	7.2%	
Park Street	345	2.8%	2,250
Downtown Crossing	500	4.0%	1,387
South Station	998	8.1%	
Broadway	113	0.9%	
Andrew	74	0.6%	
JFK/UMass	276	2.2%	
Savin Hill	35	0.3%	
Fields Corner	165	1.3%	
Shawmut	80	0.6%	
Ashmont	150	1.2%	137
North Quincy	105	0.8%	
Wollaston	87	0.7%	
Quincy Center	224	1.8%	
Quincy Adams	103	0.8%	
Braintree	78	0.6%	
TOTAL	8,571	69.4%	

Green Line			
Lechmere	36	0.3%	
Science Park	0	0.0%	
North Station	81	0.7%	
Haymarket	199	1.6%	
Government Center	67	0.5%	423
Park Street	0	0.0%	
Boylston	7	0.1%	
Arlington	130	1.1%	
Copley	243	2.0%	
Hynes Conv. Ctr.	72	0.6%	
Kenmore	122	1.0%	
B Blandford–Babcock	82	0.7%	
B Pack. Cor.–Warren St.	35	0.3%	
B Summit Ave.–BC	25	0.2%	
C St. Mary's–Winchester	103	0.8%	
C Brandon–Cleveland Cir.	55	0.4%	
D Fenway–Longwood	65	0.5%	
D Brook. Vill.–Brook. Hills	75	0.6%	
D Beaconsfield–Ches. Hill	44	0.4%	
D Newton Centre–Eliot	40	0.3%	
D Waban–Riverside	35	0.3%	
E Prudential–Symphony	113	0.9%	
E Northeastern–Museum	82	0.7%	
E Long. Med. –Brig Cir.	116	0.9%	
E Fenwood Rd.–Heath	12	0.1%	
TOTAL	1,840	14.9%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	47	0.4%	
Malden Center	195	1.6%	
Wellington	59	0.5%	
Sullivan Square	47	0.4%	
Community College	99	0.8%	
North Station	52	0.4%	
Haymarket	37	0.3%	
State	59	0.5%	93
Downtown Crossing	0	0.0%	
Chinatown	39	0.3%	
New Eng. Med. Cent.	12	0.1%	
Back Bay	199	1.6%	
Mass. Ave.	50	0.4%	
Ruggles	65	0.5%	
Roxbury Crossing	22	0.2%	
Jackson Square	50	0.4%	
Stony Brook	68	0.6%	
Green	66	0.5%	
Forest Hills	135	1.1%	
TOTAL	1,299	10.5%	

Blue Line			
Wonderland	76	0.6%	
Revere Beach	37	0.3%	
Beachmont	4	0.0%	
Suffolk Downs	28	0.2%	
Orient Heights	26	0.2%	
Wood Island	28	0.2%	
Airport	104	0.8%	
Maverick	168	1.4%	
Aquarium	35	0.3%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	506	4.1%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	30	0.2%	
Central Ave	28	0.2%	
Valley Road	0	0.0%	
Capen Street	17	0.1%	
Mattapan	62	0.5%	
TOTAL	137	1.1%	

Total All Entries	12,353	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

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Entries to the Rapid Transit System

Exit Station: **Central** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	220	5.1%	
Davis	360	8.3%	
Porter	401	9.3%	
Harvard	245	5.7%	
Central	0	0.0%	
Kendall	181	4.2%	
Charles	218	5.1%	
Park Street	155	3.6%	866
Downtown Crossing	294	6.8%	556
South Station	284	6.6%	
Broadway	37	0.9%	
Andrew	49	1.1%	
JFK/UMass	62	1.4%	
Savin Hill	33	0.8%	
Fields Corner	40	0.9%	
Shawmut	19	0.4%	
Ashmont	64	1.5%	71
North Quincy	18	0.4%	
Wollaston	24	0.6%	
Quincy Center	61	1.4%	
Quincy Adams	14	0.3%	
Braintree	40	0.9%	
TOTAL	2,818	65.4%	

Green Line			
Lechmere	7	0.2%	
Science Park	0	0.0%	
North Station	40	0.9%	
Haymarket	84	1.9%	
Government Center	15	0.3%	161
Park Street	0	0.0%	
Boylston	40	0.9%	
Arlington	76	1.8%	
Copley	107	2.5%	
Hynes Conv. Ctr.	53	1.2%	
Kenmore	39	0.9%	
B Blandford–Babcock	20	0.5%	
B Pack. Cor.–Warren St.	9	0.2%	
B Summit Ave.–BC	6	0.1%	
C St. Mary's–Winchester	20	0.5%	
C Brandon–Cleveland Cir.	22	0.5%	
D Fenway–Longwood	12	0.3%	
D Brook. Vill.–Brook. Hills	16	0.4%	
D Beaconsfield–Ches. Hill	5	0.1%	
D Newton Centre–Eliot	13	0.3%	
D Waban–Riverside	11	0.3%	
E Prudential–Symphony	10	0.2%	
E Northeastern–Museum	25	0.6%	
E Long. Med. –Brig Cir.	33	0.8%	
E Fenwood Rd.–Heath	43	1.0%	
TOTAL	705	16.4%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	29	0.7%	
Malden Center	74	1.7%	
Wellington	18	0.4%	
Sullivan Square	0	0.0%	
Community College	8	0.2%	
North Station	12	0.3%	
Haymarket	22	0.5%	
State	17	0.4%	10
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	42	1.0%	
Back Bay	72	1.7%	
Mass. Ave.	27	0.6%	
Ruggles	48	1.1%	
Roxbury Crossing	0	0.0%	
Jackson Square	20	0.5%	
Stony Brook	44	1.0%	
Green	20	0.5%	
Forest Hills	95	2.2%	
TOTAL	546	12.7%	

Blue Line			
Wonderland	16	0.4%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	19	0.4%	
Wood Island	0	0.0%	
Airport	48	1.1%	
Maverick	41	1.0%	
Aquarium	47	1.1%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	171	4.0%	

Mattapan High Speed Line		
Ashmont	0	0.0%
Cedar Grove	0	0.0%
Butler	0	0.0%
Milton	12	0.3%
Central Ave	6	0.1%
Valley Road	6	0.1%
Capen Street	0	0.0%
Mattapan	48	1.1%
TOTAL	71	1.7%

Total All Entries	4,312	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

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Entries to the Rapid Transit System

Exit Station: **Kendall** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	878	7.3%	
Davis	1,023	8.5%	
Porter	1,636	13.6%	
Harvard	1,524	12.7%	
Central	407	3.4%	
Kendall	0	0.0%	
Charles	431	3.6%	
Park Street	171	1.4%	1,967
Downtown Crossing	391	3.3%	1,040
South Station	1,096	9.1%	
Broadway	64	0.5%	
Andrew	73	0.6%	
JFK/UMass	107	0.9%	
Savin Hill	50	0.4%	
Fields Corner	127	1.1%	
Shawmut	60	0.5%	
Ashmont	161	1.3%	47
North Quincy	110	0.9%	
Wollaston	110	0.9%	
Quincy Center	232	1.9%	
Quincy Adams	131	1.1%	
Braintree	136	1.1%	
TOTAL	8,918	74.4%	

Green Line			
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	87	0.7%	
Haymarket	133	1.1%	
Government Center	59	0.5%	328
Park Street	11	0.1%	
Boylston	74	0.6%	
Arlington	183	1.5%	
Copley	167	1.4%	
Hynes Conv. Ctr.	92	0.8%	
Kenmore	72	0.6%	
B Blandford–Babcock	50	0.4%	
B Pack. Cor.–Warren St.	90	0.8%	
B Summit Ave.–BC	68	0.6%	
C St. Mary's–Winchester	72	0.6%	
C Brandon–Cleveland Cir.	76	0.6%	
D Fenway–Longwood	48	0.4%	
D Brook. Vill.–Brook. Hills	64	0.5%	
D Beaconsfield–Ches. Hill	41	0.3%	
D Newton Centre–Eliot	42	0.4%	
D Waban–Riverside	39	0.3%	
E Prudential–Symphony	19	0.2%	
E Northeastern–Museum	72	0.6%	
E Long. Med. –Brig Cir.	59	0.5%	
E Fenwood Rd.–Heath	32	0.3%	
TOTAL	1,650	13.8%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	73	0.6%	
Malden Center	155	1.3%	
Wellington	98	0.8%	
Sullivan Square	76	0.6%	
Community College	17	0.1%	
North Station	115	1.0%	
Haymarket	33	0.3%	
State	17	0.1%	45
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	26	0.2%	
Back Bay	101	0.8%	
Mass. Ave.	77	0.6%	
Ruggles	33	0.3%	
Roxbury Crossing	9	0.1%	
Jackson Square	57	0.5%	
Stony Brook	18	0.2%	
Green	19	0.2%	
Forest Hills	93	0.8%	
TOTAL	1,017	8.5%	

Blue Line			
Wonderland	37	0.3%	
Revere Beach	29	0.2%	
Beachmont	0	0.0%	
Suffolk Downs	4	0.0%	
Orient Heights	56	0.5%	
Wood Island	17	0.1%	
Airport	64	0.5%	
Maverick	141	1.2%	
Aquarium	9	0.1%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	358	3.0%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	12	0.1%	
Butler	6	0.1%	
Milton	18	0.2%	
Central Ave	0	0.0%	
Valley Road	6	0.1%	
Capen Street	0	0.0%	
Mattapan	6	0.1%	
TOTAL	47	0.4%	

Total All Entries	11,989	100.0%
Unknown Entries	0	

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Entries to the Rapid Transit System

Exit Station: **Charles/MGH** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	406	6.9%	
Davis	366	6.2%	
Porter	362	6.1%	
Harvard	1,129	19.1%	
Central	477	8.1%	
Kendall	154	2.6%	
Charles	0	0.0%	
Park Street	48	0.8%	691
Downtown Crossing	72	1.2%	398
South Station	414	7.0%	
Broadway	56	0.9%	
Andrew	159	2.7%	
JFK/UMass	118	2.0%	
Savin Hill	31	0.5%	
Fields Corner	65	1.1%	
Shawmut	28	0.5%	
Ashmont	118	2.0%	117
North Quincy	214	3.6%	
Wollaston	153	2.6%	
Quincy Center	145	2.5%	
Quincy Adams	105	1.8%	
Braintree	81	1.4%	
TOTAL	4,703	79.5%	

Green Line	Number of Riders	Percent of Riders	Transfers to
Lechmere	7	0.1%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	15	0.3%	
Government Center	0	0.0%	66
Park Street	0	0.0%	
Boylston	7	0.1%	
Arlington	15	0.3%	
Copley	71	1.2%	
Hynes Conv. Ctr.	71	1.2%	
Kenmore	19	0.3%	
B Blandford–Babcock	4	0.1%	
B Pack. Cor.–Warren St.	59	1.0%	
B Summit Ave.–BC	6	0.1%	
C St. Mary's–Winchester	87	1.5%	
C Brandon–Cleveland Cir.	63	1.1%	
D Fenway–Longwood	34	0.6%	
D Brook. Vill.–Brook. Hills	20	0.3%	
D Beaconsfield–Ches. Hill	37	0.6%	
D Newton Centre–Eliot	12	0.2%	
D Waban–Riverside	11	0.2%	
E Prudential–Symphony	18	0.3%	
E Northeastern–Museum	32	0.5%	
E Long. Med. –Brig Cir.	34	0.6%	
E Fenwood Rd.–Heath	3	0.1%	
TOTAL	625	10.6%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	20	0.3%	
Malden Center	56	0.9%	
Wellington	17	0.3%	
Sullivan Square	6	0.1%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	4
Downtown Crossing	0	0.0%	
Chinatown	30	0.5%	
New Eng. Med. Cent.	29	0.5%	
Back Bay	38	0.6%	
Mass. Ave.	33	0.6%	
Ruggles	26	0.4%	
Roxbury Crossing	15	0.3%	
Jackson Square	19	0.3%	
Stony Brook	6	0.1%	
Green	21	0.4%	
Forest Hills	87	1.5%	
TOTAL	402	6.8%	

Blue Line	Number of Riders	Percent of Riders
Wonderland	0	0.0%
Revere Beach	4	0.1%
Beachmont	0	0.0%
Suffolk Downs	0	0.0%
Orient Heights	16	0.3%
Wood Island	0	0.0%
Airport	35	0.6%
Maverick	15	0.3%
Aquarium	0	0.0%
State	0	0.0%
Government Center	0	0.0%
Bowdoin	0	0.0%
TOTAL	70	1.2%

Mattapan High Speed Line	Number of Riders	Percent of Riders
Ashmont	0	0.0%
Cedar Grove	6	0.1%
Butler	13	0.2%
Milton	13	0.2%
Central Ave	18	0.3%
Valley Road	17	0.3%
Capen Street	6	0.1%
Mattapan	45	0.8%
TOTAL	117	2.0%

Total All Entries	5,916	100.0%
Unknown Entries	0	

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Entries to the Rapid Transit System

Exit Station: **Park Street** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	842	8.4%	
Davis	736	7.4%	
Porter	857	8.6%	
Harvard	1,746	17.5%	
Central	805	8.1%	
Kendall	352	3.5%	
Charles	107	1.1%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	358	3.6%	
Broadway	125	1.3%	
Andrew	218	2.2%	
JFK/UMass	258	2.6%	
Savin Hill	125	1.3%	
Fields Corner	381	3.8%	
Shawmut	101	1.0%	
Ashmont	481	4.8%	187
North Quincy	554	5.5%	
Wollaston	353	3.5%	
Quincy Center	648	6.5%	
Quincy Adams	406	4.1%	
Braintree	295	3.0%	
TOTAL	9,748	97.6%	

Green Line			
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	187
Boylston	0	0.0%	
Arlington	0	0.0%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	0	0.0%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	8	0.1%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	6	0.1%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	11	0.1%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	17	0.2%	
TOTAL	42	0.4%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	11	0.1%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	11	0.1%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	6	0.1%	
Butler	6	0.1%	
Milton	59	0.6%	
Central Ave	56	0.6%	
Valley Road	6	0.1%	
Capen Street	0	0.0%	
Mattapan	54	0.5%	
TOTAL	187	1.9%	

Total All Entries	9,987	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Downtown Crossing** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	1,106	9.4%	
Davis	607	5.1%	
Porter	819	6.9%	
Harvard	1,671	14.2%	
Central	623	5.3%	
Kendall	572	4.8%	
Charles	76	0.6%	
Park Street	16	0.1%	196
Downtown Crossing	0	0.0%	
South Station	110	0.9%	
Broadway	151	1.3%	
Andrew	455	3.9%	
JFK/UMass	367	3.1%	
Savin Hill	240	2.0%	
Fields Corner	487	4.1%	
Shawmut	200	1.7%	
Ashmont	655	5.6%	420
North Quincy	733	6.2%	
Wollaston	595	5.0%	
Quincy Center	743	6.3%	
Quincy Adams	527	4.5%	
Braintree	411	3.5%	
TOTAL	11,165	94.7%	

Green Line			
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	
Boylston	3	0.0%	
Arlington	0	0.0%	
Copley	83	0.7%	
Hynes Conv. Ctr.	33	0.3%	
Kenmore	23	0.2%	
B Blandford–Babcock	10	0.1%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	20	0.2%	
C Brandon–Cleveland Cir.	5	0.0%	
D Fenway–Longwood	6	0.1%	
D Brook. Vill.–Brook. Hills	12	0.1%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	2	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	3	0.0%	
E Fenwood Rd.–Heath	5	0.0%	
TOTAL	205	1.7%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	616
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	0	0.0%	

Blue Line			
Wonderland	5	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	5	0.0%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	18	0.2%	
Butler	18	0.2%	
Milton	73	0.6%	
Central Ave	64	0.5%	
Valley Road	6	0.1%	
Capen Street	47	0.4%	
Mattapan	193	1.6%	
TOTAL	420	3.6%	

Total All Entries	11,795	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

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Entries to the Rapid Transit System

Exit Station: **South Station** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	1,082	6.7%	
Davis	606	3.8%	
Porter	858	5.3%	
Harvard	1,375	8.5%	
Central	674	4.2%	
Kendall	369	2.3%	
Charles	280	1.7%	
Park Street	55	0.3%	1,993
Downtown Crossing	88	0.5%	1,474
South Station	0	0.0%	
Broadway	146	0.9%	
Andrew	419	2.6%	
JFK/UMass	444	2.8%	
Savin Hill	144	0.9%	
Fields Corner	448	2.8%	
Shawmut	275	1.7%	
Ashmont	630	3.9%	395
North Quincy	949	5.9%	
Wollaston	756	4.7%	
Quincy Center	937	5.8%	
Quincy Adams	896	5.6%	
Braintree	804	5.0%	
TOTAL	12,236	76.0%	

Green Line	Number of Riders	Percent of Riders	Transfers to
Lechmere	60	0.4%	
Science Park	44	0.3%	
North Station	75	0.5%	
Haymarket	9	0.1%	
Government Center	17	0.1%	160
Park Street	0	0.0%	
Boylston	20	0.1%	
Arlington	85	0.5%	
Copley	193	1.2%	
Hynes Conv. Ctr.	265	1.6%	
Kenmore	62	0.4%	
B Blandford–Babcock	30	0.2%	
B Pack. Cor.–Warren St.	189	1.2%	
B Summit Ave.–BC	84	0.5%	
C St. Mary's–Winchester	157	1.0%	
C Brandon–Cleveland Cir.	68	0.4%	
D Fenway–Longwood	41	0.3%	
D Brook. Vill.–Brook. Hills	98	0.6%	
D Beaconsfield–Ches. Hill	48	0.3%	
D Newton Centre–Eliot	63	0.4%	
D Waban–Riverside	39	0.2%	
E Prudential–Symphony	28	0.2%	
E Northeastern–Museum	58	0.4%	
E Long. Med. –Brig Cir.	73	0.5%	
E Fenwood Rd.–Heath	29	0.2%	
TOTAL	1,833	11.4%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	112	0.7%	
Malden Center	172	1.1%	
Wellington	138	0.9%	
Sullivan Square	92	0.6%	
Community College	57	0.4%	
North Station	277	1.7%	
Haymarket	0	0.0%	
State	17	0.1%	125
Downtown Crossing	0	0.0%	
Chinatown	30	0.2%	
New Eng. Med. Cent.	68	0.4%	
Back Bay	83	0.5%	
Mass. Ave.	62	0.4%	
Ruggles	65	0.4%	
Roxbury Crossing	24	0.1%	
Jackson Square	28	0.2%	
Stony Brook	40	0.2%	
Green	24	0.1%	
Forest Hills	63	0.4%	
TOTAL	1,352	8.4%	

Blue Line	Number of Riders	Percent of Riders
Wonderland	72	0.4%
Revere Beach	4	0.0%
Beachmont	26	0.2%
Suffolk Downs	4	0.0%
Orient Heights	43	0.3%
Wood Island	11	0.1%
Airport	45	0.3%
Maverick	56	0.3%
Aquarium	0	0.0%
State	0	0.0%
Government Center	0	0.0%
Bowdoin	24	0.1%
TOTAL	285	1.8%

Mattapan High Speed Line	Number of Riders	Percent of Riders
Ashmont	0	0.0%
Cedar Grove	23	0.1%
Butler	18	0.1%
Milton	100	0.6%
Central Ave	53	0.3%
Valley Road	18	0.1%
Capen Street	35	0.2%
Mattapan	148	0.9%
TOTAL	395	2.5%

Total All Entries	16,101	100.0%
Unknown Entries	0	

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Entries to the Rapid Transit System

Exit Station: **Broadway** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	30	1.9%	
Davis	38	2.4%	
Porter	89	5.7%	
Harvard	57	3.6%	
Central	54	3.4%	
Kendall	27	1.7%	
Charles	38	2.4%	
Park Street	107	6.8%	161
Downtown Crossing	55	3.5%	187
South Station	131	8.4%	
Broadway	0	0.0%	
Andrew	63	4.0%	
JFK/UMass	75	4.8%	
Savin Hill	22	1.4%	
Fields Corner	100	6.4%	
Shawmut	0	0.0%	
Ashmont	118	7.5%	24
North Quincy	49	3.1%	
Wollaston	32	2.0%	
Quincy Center	90	5.7%	
Quincy Adams	4	0.3%	
Braintree	17	1.1%	
TOTAL	1,195	76.2%	

Green Line	Number of Riders	Percent of Riders	Transfers to
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	16	1.0%	
Government Center	0	0.0%	42
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	23	1.5%	
Copley	9	0.6%	
Hynes Conv. Ctr.	13	0.8%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	3	0.2%	
C St. Mary's–Winchester	10	0.6%	
C Brandon–Cleveland Cir.	15	1.0%	
D Fenway–Longwood	5	0.3%	
D Brook. Vill.–Brook. Hills	5	0.3%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	3	0.2%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	8	0.5%	
E Fenwood Rd.–Heath	10	0.6%	
TOTAL	119	7.6%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	12	0.8%	
Malden Center	33	2.1%	
Wellington	34	2.2%	
Sullivan Square	0	0.0%	
Community College	6	0.4%	
North Station	17	1.1%	
Haymarket	22	1.4%	
State	0	0.0%	11
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	17	1.1%	
Ruggles	19	1.2%	
Roxbury Crossing	17	1.1%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	177	11.3%	

Blue Line	Number of Riders	Percent of Riders	Transfers to
Wonderland	10	0.6%	
Revere Beach	0	0.0%	
Beachmont	21	1.3%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	21	1.3%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	53	3.4%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers to
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	6	0.4%	
Milton	6	0.4%	
Central Ave	6	0.4%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	7	0.4%	
TOTAL	24	1.5%	

Total All Entries	1,568	100.0%
Unknown Entries	0	

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Entries to the Rapid Transit System

Exit Station: **Andrew** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	4	0.6%	
Davis	14	1.9%	
Porter	19	2.6%	
Harvard	59	8.2%	
Central	25	3.5%	
Kendall	0	0.0%	
Charles	15	2.1%	
Park Street	27	3.7%	154
Downtown Crossing	98	13.6%	78
South Station	19	2.6%	
Broadway	5	0.7%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	5	0.7%	
Fields Corner	26	3.6%	
Shawmut	9	1.2%	
Ashmont	52	7.2%	12
North Quincy	29	4.0%	
Wollaston	17	2.4%	
Quincy Center	48	6.7%	
Quincy Adams	0	0.0%	
Braintree	8	1.1%	
TOTAL	478	66.2%	

Green Line			
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	24	3.3%	
Government Center	11	1.5%	29
Park Street	0	0.0%	
Boylston	13	1.8%	
Arlington	10	1.4%	
Copley	0	0.0%	
Hynes Conv. Ctr.	7	1.0%	
Kenmore	23	3.2%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	9	1.2%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	12	1.7%	
D Fenway–Longwood	8	1.1%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	9	1.2%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	125	17.4%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	4	0.6%	
Malden Center	10	1.4%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	8	1.1%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	35
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	11	1.5%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	8	1.1%	
Stony Brook	0	0.0%	
Green	3	0.4%	
Forest Hills	0	0.0%	
TOTAL	43	6.0%	

Blue Line			
Wonderland	7	1.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	8	1.1%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	49	6.8%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	64	8.9%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	6	0.8%	
Milton	6	0.8%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	12	1.6%	

Total All Entries	722	100.0%
Unknown Entries	0	

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Entries to the Rapid Transit System

Exit Station: **JFK/UMass** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	84	2.3%	
Davis	116	3.1%	
Porter	92	2.5%	
Harvard	296	8.0%	
Central	161	4.4%	
Kendall	50	1.4%	
Charles	41	1.1%	
Park Street	85	2.3%	829
Downtown Crossing	222	6.0%	587
South Station	321	8.7%	
Broadway	29	0.8%	
Andrew	39	1.1%	
JFK/UMass	0	0.0%	
Savin Hill	52	1.4%	
Fields Corner	106	2.9%	
Shawmut	43	1.2%	
Ashmont	109	3.0%	125
North Quincy	84	2.3%	
Wollaston	63	1.7%	
Quincy Center	124	3.4%	
Quincy Adams	14	0.4%	
Braintree	17	0.5%	
TOTAL	2,148	58.2%	

Green Line	Number of Riders	Percent of Riders	Transfers to
Lechmere	19	0.5%	
Science Park	0	0.0%	
North Station	11	0.3%	
Haymarket	38	1.0%	
Government Center	68	1.8%	24
Park Street	0	0.0%	
Boylston	15	0.4%	
Arlington	5	0.1%	
Copley	63	1.7%	
Hynes Conv. Ctr.	47	1.3%	
Kenmore	40	1.1%	
B Blandford–Babcock	14	0.4%	
B Pack. Cor.–Warren St.	135	3.7%	
B Summit Ave.–BC	32	0.9%	
C St. Mary's–Winchester	44	1.2%	
C Brandon–Cleveland Cir.	12	0.3%	
D Fenway–Longwood	32	0.9%	
D Brook. Vill.–Brook. Hills	26	0.7%	
D Beaconsfield–Ches. Hill	19	0.5%	
D Newton Centre–Eliot	35	0.9%	
D Waban–Riverside	10	0.3%	
E Prudential–Symphony	21	0.6%	
E Northeastern–Museum	21	0.6%	
E Long. Med. –Brig Cir.	79	2.1%	
E Fenwood Rd.–Heath	21	0.6%	
TOTAL	806	21.8%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	28	0.8%	
Malden Center	94	2.5%	
Wellington	32	0.9%	
Sullivan Square	18	0.5%	
Community College	13	0.4%	
North Station	40	1.1%	
Haymarket	42	1.1%	
State	0	0.0%	58
Downtown Crossing	0	0.0%	
Chinatown	23	0.6%	
New Eng. Med. Cent.	12	0.3%	
Back Bay	72	2.0%	
Mass. Ave.	46	1.2%	
Ruggles	15	0.4%	
Roxbury Crossing	17	0.5%	
Jackson Square	19	0.5%	
Stony Brook	11	0.3%	
Green	5	0.1%	
Forest Hills	42	1.1%	
TOTAL	529	14.3%	

Blue Line	Number of Riders	Percent of Riders	Transfers to
Wonderland	25	0.7%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	8	0.2%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	49	1.3%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	82	2.2%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers to
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	6	0.2%	
Central Ave	7	0.2%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	112	3.0%	
TOTAL	125	3.4%	

Total All Entries	3,689	100.0%
Unknown Entries	0	

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Entries to the Rapid Transit System

Exit Station: **Savin Hill** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	7	2.6%	
Central	20	7.5%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	36
Downtown Crossing	70	26.1%	41
South Station	25	9.3%	
Broadway	0	0.0%	
Andrew	14	5.2%	
JFK/UMass	8	3.0%	
Savin Hill	0	0.0%	
Fields Corner	12	4.5%	
Shawmut	0	0.0%	
Ashmont	23	8.6%	7
North Quincy	6	2.2%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	184	68.5%	

Green Line			
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	0	0.0%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	12	4.5%	
B Summit Ave.–BC	7	2.6%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	4	1.5%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	9	3.4%	
E Long. Med. –Brig Cir.	5	1.9%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	36	13.5%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	12	4.5%	
Back Bay	22	8.2%	
Mass. Ave.	7	2.6%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	41	15.5%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	0	0.0%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	7	2.6%	
TOTAL	7	2.5%	

Total All Entries	268	100.0%
Unknown Entries	0	

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1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Fields Corner** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	8	0.9%	
Porter	11	1.3%	
Harvard	29	3.4%	
Central	37	4.3%	
Kendall	5	0.6%	
Charles	14	1.6%	
Park Street	27	3.1%	233
Downtown Crossing	127	14.7%	115
South Station	40	4.6%	
Broadway	62	7.2%	
Andrew	17	2.0%	
JFK/UMass	42	4.9%	
Savin Hill	17	2.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	39	4.5%	29
North Quincy	0	0.0%	
Wollaston	7	0.8%	
Quincy Center	0	0.0%	
Quincy Adams	4	0.5%	
Braintree	0	0.0%	
TOTAL	486	56.3%	

Green Line			
Lechmere	19	2.2%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	17	2.0%	57
Park Street	0	0.0%	
Boylston	3	0.3%	
Arlington	10	1.2%	
Copley	19	2.2%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	11	1.3%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	6	0.7%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	12	1.4%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	4	0.5%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	18	2.1%	
E Long. Med. –Brig Cir.	59	6.8%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	177	20.5%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	8	0.9%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	18	2.1%	
North Station	0	0.0%	
Haymarket	9	1.0%	
State	0	0.0%	4
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	7	0.8%	
Mass. Ave.	10	1.2%	
Ruggles	30	3.5%	
Roxbury Crossing	19	2.2%	
Jackson Square	0	0.0%	
Stony Brook	4	0.5%	
Green	0	0.0%	
Forest Hills	6	0.7%	
TOTAL	110	12.8%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	18	2.1%	
Beachmont	10	1.2%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	20	2.3%	
Maverick	13	1.5%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	61	7.1%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	6	0.7%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	23	2.7%	
TOTAL	29	3.4%	

Total All Entries	863	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Shawmut** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	7	4.0%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	10	5.7%	56
Downtown Crossing	55	31.4%	11
South Station	0	0.0%	
Broadway	0	0.0%	
Andrew	13	7.4%	
JFK/UMass	0	0.0%	
Savin Hill	18	10.3%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	6
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	103	58.6%	

Green Line	Number of Riders	Percent of Riders	Transfers to
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	20
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	0	0.0%	
Copley	17	9.7%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	6	3.4%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	6	3.4%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	7	4.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	36	20.5%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	5	2.9%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	6	3.4%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	11	6.0%	

Blue Line	Number of Riders	Percent of Riders	Transfers to
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	20	11.4%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	20	11.5%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers to
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	6	3.4%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	6	3.3%	

Total All Entries	175	100.0%
Unknown Entries	0	

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Entries to the Rapid Transit System

Exit Station: **Ashmont** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	8	0.8%	
Davis	5	0.5%	
Porter	17	1.6%	
Harvard	44	4.2%	
Central	34	3.3%	
Kendall	32	3.1%	
Charles	32	3.1%	
Park Street	58	5.6%	135
Downtown Crossing	242	23.3%	112
South Station	68	6.5%	
Broadway	44	4.2%	
Andrew	39	3.8%	
JFK/UMass	83	8.0%	
Savin Hill	31	3.0%	
Fields Corner	28	2.7%	
Shawmut	8	0.8%	
Ashmont	0	0.0%	
North Quincy	11	1.1%	
Wollaston	0	0.0%	
Quincy Center	9	0.9%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	793	76.2%	

Green Line	Number of Riders	Percent of Riders	Transfers to
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	25
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	31	3.0%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	13	1.3%	
B Blandford–Babcock	38	3.7%	
B Pack. Cor.–Warren St.	6	0.6%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	6	0.6%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	7	0.7%	
E Long. Med. –Brig Cir.	9	0.9%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	110	10.5%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	13	1.3%	
Wellington	6	0.6%	
Sullivan Square	20	1.9%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	4
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	41	3.9%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	17	1.6%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	12	1.2%	
TOTAL	108	10.4%	

Blue Line	Number of Riders	Percent of Riders	Transfers to
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	29	2.8%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	29	2.8%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers to
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	0	0.0%	

Total All Entries	1,040	100.0%
Unknown Entries	0	

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Entries to the Rapid Transit System

Exit Station: **Ashmont** **Mattapan Trolley**

Expanded Results

Red Line

	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	0	0.0%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	0	0.0%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	0	0.0%	

Green Line

Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	0	0.0%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	0	0.0%	

Orange Line

Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	0	0.0%	

Blue Line

Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	0	0.0%	

Mattapan High Speed Line

Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	12	10.8%	
Milton	0	0.0%	
Central Ave	6	5.4%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	94	84.3%	
TOTAL	112	100.0%	

Total All Entries	112	100.0%
Unknown Entries	0	

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1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Cedar Grove** **Mattapan Trolley**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	0	0.0%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	20	98.4%	
Downtown Crossing	0	0.0%	
South Station	0	0.0%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	20	100.0%	

Green Line	Number of Riders	Percent of Riders	Transfers to
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	0	0.0%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	0	0.0%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	0	0.0%	

Blue Line	Number of Riders	Percent of Riders	Transfers to
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	0	0.0%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers to
Ashmont	0	0.0%	20
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	0	0.0%	

Total All Entries	20	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Butler** **Mattapan Trolley**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	0	0.0%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	26	86.4%	
South Station	0	0.0%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	26	85.7%	

Green Line			
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	0	0.0%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	0	0.0%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	0	0.0%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	4	13.3%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	4	14.3%	

Mattapan High Speed Line			
Ashmont	0	0.0%	30
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	0	0.0%	

Total All Entries	30	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Milton** **Mattapan Trolley**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	0	0.0%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	10	14.9%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	10	14.4%	

Green Line	Number of Riders	Percent of Riders	Transfers to
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	9	13.4%	
Government Center	15	22.3%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	0	0.0%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	6	8.9%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	5	7.4%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	35	52.0%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	0	0.0%	

Blue Line	Number of Riders	Percent of Riders	Transfers to
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	0	0.0%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers to
Ashmont	0	0.0%	45
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	16	23.8%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	7	10.4%	
TOTAL	23	33.6%	

Total All Entries	67	100.0%
Unknown Entries	0	

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Entries to the Rapid Transit System

Exit Station: **Central Avenue** **Mattapan Trolley**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	7	3.0%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	26	11.2%	
South Station	9	3.9%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	14	6.0%	
Savin Hill	0	0.0%	
Fields Corner	12	5.2%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	6	2.6%	
Wollaston	0	0.0%	
Quincy Center	9	3.9%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	82	35.4%	

Green Line			
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	0	0.0%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	6	2.6%	
C St. Mary's–Winchester	9	3.9%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	15	6.4%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	5	2.2%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	9	3.9%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	11	4.8%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	25	10.9%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	0	0.0%	

Mattapan High Speed Line			
Ashmont	42	18.1%	122
Cedar Grove	13	5.6%	
Butler	0	0.0%	
Milton	12	5.2%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	12	5.2%	
Mattapan	31	13.4%	
TOTAL	109	47.3%	

Total All Entries	231	100.0%
Unknown Entries	0	

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Entries to the Rapid Transit System

Exit Station: **Valley Road** **Mattapan Trolley**

Expanded Results

Red Line

	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	0	0.0%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	0	0.0%	
Broadway	0	0.0%	
Andrew	13	103.6%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	13	100.0%	

Green Line

Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	0	0.0%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	0	0.0%	

Orange Line

	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	0	0.0%	

Blue Line

Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	0	0.0%	

Mattapan High Speed Line

Ashmont	0	0.0%	13
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	0	0.0%	

Total All Entries	13	100.0%
Unknown Entries	0	

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1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Capen Street** **Mattapan Trolley**

Expanded Results

Red Line

	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	0	0.0%	
Central	0	0.0%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	0	0.0%	
Downtown Crossing	0	0.0%	
South Station	9	101.6%	
Broadway	0	0.0%	
Andrew	0	0.0%	
JFK/UMass	0	0.0%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	9	100.0%	

Green Line

Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	0	0.0%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	0	0.0%	

Orange Line

	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	0	0.0%	

Blue Line

Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	0	0.0%	

Mattapan High Speed Line

Ashmont	0	0.0%	9
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	0	0.0%	

Total All Entries	9	100.0%
Unknown Entries	0	

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Entries to the Rapid Transit System

Exit Station: **Mattapan** **Mattapan Trolley**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	6	1.3%	
Davis	0	0.0%	
Porter	9	1.9%	
Harvard	7	1.5%	
Central	17	3.7%	
Kendall	0	0.0%	
Charles	0	0.0%	
Park Street	6	1.3%	
Downtown Crossing	55	11.8%	
South Station	24	5.2%	
Broadway	3	0.6%	
Andrew	32	6.9%	
JFK/UMass	36	7.8%	
Savin Hill	14	3.0%	
Fields Corner	15	3.2%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	
North Quincy	0	0.0%	
Wollaston	0	0.0%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	4	0.9%	
TOTAL	228	49.1%	

Green Line			
Lechmere	0	0.0%	
Science Park	0	0.0%	
North Station	0	0.0%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	10	2.2%	
Copley	0	0.0%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	13	2.8%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	22	4.8%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	25	5.4%	
Wellington	0	0.0%	
Sullivan Square	0	0.0%	
Community College	18	3.9%	
North Station	0	0.0%	
Haymarket	15	3.2%	
State	0	0.0%	
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	0	0.0%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	8	1.7%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	5	1.1%	
TOTAL	71	15.3%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	0	0.0%	

Mattapan High Speed Line			
Ashmont	101	21.7%	322
Cedar Grove	24	5.2%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	18	3.9%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	143	30.8%	

Total All Entries	465	100.0%
Unknown Entries	0	

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Entries to the Rapid Transit System

Exit Station: **North Quincy** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	57	3.0%	
Davis	43	2.3%	
Porter	57	3.0%	
Harvard	75	4.0%	
Central	33	1.8%	
Kendall	21	1.1%	
Charles	25	1.3%	
Park Street	52	2.8%	305
Downtown Crossing	86	4.6%	394
South Station	249	13.3%	
Broadway	29	1.5%	
Andrew	39	2.1%	
JFK/UMass	41	2.2%	
Savin Hill	19	1.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	47	2.5%	6
North Quincy	0	0.0%	
Wollaston	58	3.1%	
Quincy Center	196	10.4%	
Quincy Adams	15	0.8%	
Braintree	31	1.7%	
TOTAL	1,172	62.5%	

Green Line	Number of Riders	Percent of Riders	Transfers to
Lechmere	7	0.4%	
Science Park	0	0.0%	
North Station	23	1.2%	
Haymarket	0	0.0%	
Government Center	0	0.0%	4
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	31	1.7%	
Copley	53	2.8%	
Hynes Conv. Ctr.	25	1.3%	
Kenmore	33	1.8%	
B Blandford–Babcock	0	0.0%	
B Pack. Cor.–Warren St.	6	0.3%	
B Summit Ave.–BC	12	0.6%	
C St. Mary's–Winchester	15	0.8%	
C Brandon–Cleveland Cir.	23	1.2%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	22	1.2%	
D Beaconsfield–Ches. Hill	14	0.7%	
D Newton Centre–Eliot	3	0.2%	
D Waban–Riverside	2	0.1%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	20	1.1%	
E Long. Med. –Brig Cir.	12	0.6%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	300	16.0%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	32	1.7%	
Malden Center	35	1.9%	
Wellington	36	1.9%	
Sullivan Square	13	0.7%	
Community College	0	0.0%	
North Station	41	2.2%	
Haymarket	31	1.7%	
State	0	0.0%	27
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	67	3.6%	
Back Bay	19	1.0%	
Mass. Ave.	15	0.8%	
Ruggles	33	1.8%	
Roxbury Crossing	0	0.0%	
Jackson Square	19	1.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	26	1.4%	
TOTAL	367	19.5%	

Blue Line	Number of Riders	Percent of Riders	Transfers to
Wonderland	3	0.2%	
Revere Beach	0	0.0%	
Beachmont	4	0.2%	
Suffolk Downs	0	0.0%	
Orient Heights	4	0.2%	
Wood Island	0	0.0%	
Airport	20	1.1%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	31	1.7%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers to
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	6	0.3%	
TOTAL	6	0.3%	

Total All Entries	1,876	100.0%
Unknown Entries	0	

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Entries to the Rapid Transit System

Exit Station: **Wollaston** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	0	0.0%	
Porter	0	0.0%	
Harvard	47	6.4%	
Central	5	0.7%	
Kendall	6	0.8%	
Charles	16	2.2%	
Park Street	31	4.2%	166
Downtown Crossing	165	22.6%	107
South Station	51	7.0%	
Broadway	7	1.0%	
Andrew	13	1.8%	
JFK/UMass	12	1.6%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	6	0.8%	
North Quincy	28	3.8%	
Wollaston	0	0.0%	
Quincy Center	67	9.2%	
Quincy Adams	4	0.5%	
Braintree	0	0.0%	
TOTAL	457	62.6%	

Green Line			
Lechmere	7	1.0%	
Science Park	0	0.0%	
North Station	24	3.3%	
Haymarket	16	2.2%	
Government Center	30	4.1%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	22	3.0%	
Copley	23	3.1%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	13	1.8%	
B Blandford–Babcock	11	1.5%	
B Pack. Cor.–Warren St.	6	0.8%	
B Summit Ave.–BC	7	1.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	7	1.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	0	0.0%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	166	22.8%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	7	1.0%	
Community College	0	0.0%	
North Station	24	3.3%	
Haymarket	0	0.0%	
State	17	2.3%	10
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	6	0.8%	
Mass. Ave.	7	1.0%	
Ruggles	19	2.6%	
Roxbury Crossing	0	0.0%	
Jackson Square	12	1.6%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	6	0.8%	
TOTAL	97	13.3%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	10	1.4%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	10	1.3%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	0	0.0%	

Total All Entries	731	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

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Entries to the Rapid Transit System

Exit Station: **Quincy Center** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	25	1.4%	
Davis	34	2.0%	
Porter	5	0.3%	
Harvard	119	6.8%	
Central	17	1.0%	
Kendall	45	2.6%	
Charles	62	3.6%	
Park Street	80	4.6%	347
Downtown Crossing	146	8.4%	271
South Station	72	4.1%	
Broadway	59	3.4%	
Andrew	41	2.4%	
JFK/UMass	176	10.1%	
Savin Hill	9	0.5%	
Fields Corner	37	2.1%	
Shawmut	0	0.0%	
Ashmont	0	0.0%	13
North Quincy	132	7.6%	
Wollaston	28	1.6%	
Quincy Center	0	0.0%	
Quincy Adams	0	0.0%	
Braintree	22	1.3%	
TOTAL	1,110	63.8%	

Green Line	Number of Riders	Percent of Riders	Transfers to
Lechmere	7	0.4%	
Science Park	0	0.0%	
North Station	12	0.7%	
Haymarket	16	0.9%	
Government Center	22	1.3%	14
Park Street	0	0.0%	
Boylston	15	0.9%	
Arlington	47	2.7%	
Copley	26	1.5%	
Hynes Conv. Ctr.	32	1.8%	
Kenmore	13	0.7%	
B Blandford–Babcock	43	2.5%	
B Pack. Cor.–Warren St.	24	1.4%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	37	2.1%	
C Brandon–Cleveland Cir.	4	0.2%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	7	0.4%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	2	0.1%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	20	1.1%	
E Fenwood Rd.–Heath	4	0.2%	
TOTAL	333	19.1%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	26	1.5%	
Wellington	17	1.0%	
Sullivan Square	7	0.4%	
Community College	13	0.7%	
North Station	12	0.7%	
Haymarket	36	2.1%	
State	27	1.6%	10
Downtown Crossing	0	0.0%	
Chinatown	26	1.5%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	18	1.0%	
Mass. Ave.	10	0.6%	
Ruggles	36	2.1%	
Roxbury Crossing	9	0.5%	
Jackson Square	0	0.0%	
Stony Brook	11	0.6%	
Green	0	0.0%	
Forest Hills	13	0.7%	
TOTAL	261	15.0%	

Blue Line	Number of Riders	Percent of Riders	Transfers to
Wonderland	6	0.3%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	8	0.5%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	11	0.6%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	24	1.4%	

Mattapan High Speed Line	Number of Riders	Percent of Riders	Transfers to
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	6	0.3%	
Mattapan	7	0.4%	
TOTAL	13	0.7%	

Total All Entries	1,741	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Quincy Adams** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	0	0.0%	
Davis	9	1.3%	
Porter	19	2.8%	
Harvard	35	5.2%	
Central	20	3.0%	
Kendall	26	3.9%	
Charles	13	1.9%	
Park Street	53	7.9%	128
Downtown Crossing	44	6.5%	82
South Station	73	10.8%	
Broadway	10	1.5%	
Andrew	22	3.3%	
JFK/UMass	28	4.2%	
Savin Hill	0	0.0%	
Fields Corner	13	1.9%	
Shawmut	0	0.0%	
Ashmont	6	0.9%	
North Quincy	28	4.2%	
Wollaston	10	1.5%	
Quincy Center	51	7.6%	
Quincy Adams	0	0.0%	
Braintree	8	1.2%	
TOTAL	469	69.7%	

Green Line			
Lechmere	10	1.5%	
Science Park	0	0.0%	
North Station	6	0.9%	
Haymarket	0	0.0%	
Government Center	0	0.0%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	11	1.6%	
Copley	19	2.8%	
Hynes Conv. Ctr.	23	3.4%	
Kenmore	9	1.3%	
B Blandford–Babcock	11	1.6%	
B Pack. Cor.–Warren St.	0	0.0%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	0	0.0%	
C Brandon–Cleveland Cir.	12	1.8%	
D Fenway–Longwood	0	0.0%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	10	1.5%	
D Newton Centre–Eliot	2	0.3%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	15	2.2%	
E Fenwood Rd.–Heath	0	0.0%	
TOTAL	128	19.1%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	0	0.0%	
Wellington	0	0.0%	
Sullivan Square	7	1.0%	
Community College	0	0.0%	
North Station	18	2.7%	
Haymarket	11	1.6%	
State	15	2.2%	13
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	0	0.0%	
Back Bay	6	0.9%	
Mass. Ave.	0	0.0%	
Ruggles	0	0.0%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	6	0.9%	
TOTAL	63	9.4%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	0	0.0%	
Suffolk Downs	0	0.0%	
Orient Heights	4	0.6%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	9	1.3%	
TOTAL	13	1.9%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	0	0.0%	
TOTAL	0	0.0%	

Total All Entries	673	100.0%
Unknown Entries	0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Entries to the Rapid Transit System

Exit Station: **Braintree** **Red Line**

Expanded Results

Red Line	Number of Riders	Percent of Riders	Transfers to
Alewife	13	1.5%	
Davis	9	1.0%	
Porter	13	1.5%	
Harvard	53	6.1%	
Central	28	3.2%	
Kendall	32	3.7%	
Charles	36	4.1%	
Park Street	69	7.9%	190
Downtown Crossing	43	4.9%	192
South Station	100	11.4%	
Broadway	29	3.3%	
Andrew	7	0.8%	
JFK/UMass	14	1.6%	
Savin Hill	0	0.0%	
Fields Corner	0	0.0%	
Shawmut	0	0.0%	
Ashmont	6	0.7%	6
North Quincy	6	0.7%	
Wollaston	7	0.8%	
Quincy Center	22	2.5%	
Quincy Adams	0	0.0%	
Braintree	0	0.0%	
TOTAL	486	55.6%	

Green Line			
Lechmere	12	1.4%	
Science Park	0	0.0%	
North Station	12	1.4%	
Haymarket	33	3.8%	
Government Center	19	2.2%	
Park Street	0	0.0%	
Boylston	0	0.0%	
Arlington	22	2.5%	
Copley	28	3.2%	
Hynes Conv. Ctr.	0	0.0%	
Kenmore	0	0.0%	
B Blandford–Babcock	11	1.3%	
B Pack. Cor.–Warren St.	6	0.7%	
B Summit Ave.–BC	0	0.0%	
C St. Mary's–Winchester	6	0.7%	
C Brandon–Cleveland Cir.	0	0.0%	
D Fenway–Longwood	7	0.8%	
D Brook. Vill.–Brook. Hills	0	0.0%	
D Beaconsfield–Ches. Hill	0	0.0%	
D Newton Centre–Eliot	0	0.0%	
D Waban–Riverside	0	0.0%	
E Prudential–Symphony	0	0.0%	
E Northeastern–Museum	0	0.0%	
E Long. Med. –Brig Cir.	23	2.6%	
E Fenwood Rd.–Heath	13	1.5%	
TOTAL	190	21.8%	

Orange Line	Number of Riders	Percent of Riders	Transfers to
Oak Grove	0	0.0%	
Malden Center	5	0.6%	
Wellington	6	0.7%	
Sullivan Square	0	0.0%	
Community College	0	0.0%	
North Station	24	2.7%	
Haymarket	15	1.7%	
State	0	0.0%	4
Downtown Crossing	0	0.0%	
Chinatown	0	0.0%	
New Eng. Med. Cent.	42	4.8%	
Back Bay	85	9.7%	
Mass. Ave.	0	0.0%	
Ruggles	11	1.3%	
Roxbury Crossing	0	0.0%	
Jackson Square	0	0.0%	
Stony Brook	0	0.0%	
Green	0	0.0%	
Forest Hills	0	0.0%	
TOTAL	188	21.5%	

Blue Line			
Wonderland	0	0.0%	
Revere Beach	0	0.0%	
Beachmont	4	0.5%	
Suffolk Downs	0	0.0%	
Orient Heights	0	0.0%	
Wood Island	0	0.0%	
Airport	0	0.0%	
Maverick	0	0.0%	
Aquarium	0	0.0%	
State	0	0.0%	
Government Center	0	0.0%	
Bowdoin	0	0.0%	
TOTAL	4	0.5%	

Mattapan High Speed Line			
Ashmont	0	0.0%	
Cedar Grove	0	0.0%	
Butler	0	0.0%	
Milton	0	0.0%	
Central Ave	0	0.0%	
Valley Road	0	0.0%	
Capen Street	0	0.0%	
Mattapan	6	0.7%	
TOTAL	6	0.7%	

Total All Entries	874	100.0%
Unknown Entries	0	

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11. Egress from the Rapid Transit System

Each "Egress from the Rapid Transit System" table comprises three separate elements discussed below. These elements taken together describe the segment of the passenger's trip that takes place after leaving the rapid transit system from the Red Line. Note that these tables are based on the people exiting from Red Line stations, not people entering at those stations. See Appendix A for a discussion of potential problems with the total number of exits at these stations.

OVERVIEW OF RESULTS

Egress Modes

Northern Segment

Walking was by far the most common means of egress from all of the northern Red Line stations. For all stations between Kendall and Davis, more than 78% of passengers walked to their destinations. The lowest figure for walking occurred at Alewife (43%) where buses and park 'n' ride together accounted for 50% of the egress trips. At Harvard, Central and Davis, roughly 16% of passengers transferred to MBTA buses to reach their destinations.

Central Segment

Virtually all Central Segment riders walked to their destinations, except for 10% of the passengers exiting at South Station, who transferred to buses and commuter rail, and nearly 40% of the passengers at Broadway, who mainly transferred to MBTA buses and other shuttles. [11]

Dorchester Branch

The egress patterns from Dorchester Branch stations vary widely. Virtually all passengers exiting at Savin Hill and Shawmut walk to their destinations, but only 27% exiting at JFK/UMass do so. At that station, more than 60% transfer to the free shuttle bus which serves the Harbor Campus and the JFK Library. At Fields Corner, Andrew and Ashmont, MBTA buses account for 20% to 40% of the

[11]The tables for Downtown Crossing and Park Street in this chapter include only passengers exiting from the Red Line to outside the system. See Appendix B for egress information for all passengers exiting at these stations.

egress. Passengers exiting from the Mattapan Trolley mostly walk to their destination, with a significant number of bus transfers at Mattapan.

South Shore Branch

Similar to the pattern of access to the South Shore stations, the automobile was a significant factor in the egress from most of these stations. At Quincy Adams and Braintree, more than 60% of the egress was by means of car, either pick-up or park 'n' ride. Walking was most common at North Quincy and Wollaston, while MBTA buses accounted for 35% of the egress at Quincy Center.

Bus and Commuter Rail Transfers

Northern Segment

At each station, passengers reported transferring to most, if not all, of the available routes. The number of transfers to each individual route was roughly in proportion to how frequently that route runs, as would be expected.

At Kendall, there were more than 100 transfers to shuttles operated by the Galleria Mall, Wellesley College and other employers. At Porter, 220 people transferred to the Fitchburg commuter rail line.

Central Segment

Passengers exiting from the Red Line downtown made use of all of the MBTA bus routes that serve the downtown area, as well as the many privately operated coach lines and shuttle services. The largest number of transfers occurred at South Station, where over 360 passengers used the World Trade Center shuttle bus, operated by Fidelity. The second largest number of transfers was to MBTA Route 9 at Broadway station.

Dorchester Branch

Ashmont, Andrew and Mattapan are the major bus terminals on this segment of the Red Line, with Fields Corner also serving some routes. Passengers made transfers to most of the available bus routes, including MBTA routes, Brockton Area Transit routes, and several private shuttles at Andrew. As previously mentioned, the UMass shuttle bus accounted for a very large number of transfers (over 2,200).

South Shore Branch

Among South Shore Branch stations, bus transfers were the most common at Quincy Center and North Quincy. At the former, 10 MBTA bus routes carried

more than 600 transferring passengers, while at the latter, employer shuttles carried more than 200 passengers.

Egress Times

Northern Segment

Egress times are closely related to the size of the dispersion area of each station, as discussed in chapter 12. For all of the Northern Segment stations, the dispersion area is rather large, because the stations are relatively far apart. As a result, the mean egress time was six to nine minutes (mostly walking), with Alewife at 15.6 minutes due to the many people driving from the station.

Central Segment

Since the downtown stations are relatively close to each other, egress times were somewhat shorter than on the Northern Segment. The average egress time ranged from 6 to 8 minutes, with Broadway at the upper end of the range.

Dorchester Branch

Egress times on the Dorchester Branch were in the same range as the Northern and Central Segments of the Red Line, with most stations in the range of 7 to 9 minutes.

South Shore Branch

Because of the many people using cars for egress from the station, egress times were significantly longer for South Shore Branch stations, ranging from 8 to 18 minutes. Walk egress times were also longer than walk egress times at other Red Line stations because the development around South Shore stations is generally less dense than at other parts of the Red Line.

DESCRIPTION OF TABLES

Egress Modes

The egress modes listed in the tables are in two groups. The first six modes—walk, park 'n' ride, pick up, bicycle, taxicab, and other—are indented to indicate that they are all "private transportation" modes. The seventh line of the table, "Total private trans." is the sum of the previous six modes. The eighth, ninth and tenth lines comprise the "public transportation" means of egress, specifically MBTA bus, commuter rail and other bus/shuttle. The MBTA bus mode includes only MBTA routes; others are included under "Other bus/shuttle."

In addition to the total number of passengers using each egress mode, percentages are shown for the mode relative to total riders exiting from the station who answered the question. The number of expanded responses that omitted the egress mode appears in the table, but is excluded from the percentage calculations.

Bus Transfers to Route

This table shows the number of riders that used buses or private van services as the mode of egress from their exiting stations. Responses are separated by route or provider if the passengers specified them or if the surveys included enough other information to identify the routes. Each table can include up to ten routes or carriers, in descending order of the number of transfers. If the station has more than ten bus egress codes, routes below the top ten are all combined as Other. MBTA routes are listed separately by route number. Surveys which did not specify which MBTA route and for which no route could be determined were coded as UNK. Regional Transit Authority, employer-sponsored, college and private-carrier bus and shuttle routes were assigned codes of two to four letter with all routes of the same authority or company being combined. Generic codes such as EMP, SCHB or VAN were used when the employer, school or service provider was not specified. The codes included in the database for bus and shuttle routes are shown in Table 11-1.

In addition to the number of passengers by route, each bus access table shows the percentage using each route relative to total bus transfers and to total ridership for that station. Note that among the routes listed for some stations, there may be one or two which do not connect to the station; for example, Park Street shows 4 passengers transferring to Route 45 which runs from Ruggles to the Franklin Park Zoo. These 4 passengers actually boarded the 43 at Park Street and transferred to the 45 at Ruggles. Because of the way the survey was worded, these transfers are attributed to Route 45 rather than Route 43.

Egress Time

This table summarizes the egress times reported by the passengers from their exit stations to their destinations, broken down by egress mode. Note that egress times for passengers using public transportation egress modes are not included in these tables due to the way the survey was worded. Times of 20 minutes and under are divided into four sets of five-minute increments. These are followed by one category of 21 to 30 minutes, one category of 31 to 45 minutes and one of over 45 minutes. Each table shows the number of passengers in each egress time category and the percentage of this category relative to the total number of riders using that egress mode. The number of expanded responses that omitted the egress time appears in the table, but is excluded from the percentage calculations.

Table 11-1
Codes Used for Private Bus and Other Services

AME	=	American Eagle
APSS	=	Airport shuttles (generic)
BAT	=	Brockton Area Transit
BCH	=	Boston City Hospital
BCS	=	Boston College shuttle
BHT	=	Brush Hill Transportation
BUMC	=	Boston Univ. Med. Center
BZI	=	Bonanza Bus Lines
CAV	=	Cavalier Coach
CBH	=	Canton Blue Hills
CF	=	Charlestown ferry
CJT	=	C&J Trailways
CTW	=	Concord Trailways
EDIC	=	So. Boston (EDIC) shuttle
EMP	=	Employer shuttle (generic)
GALL	=	Galleria mall shuttle
GATR	=	Greater Attleboro-Taunton Regional Transit Authority
GLI	=	Greyhound Lines
GULB	=	Gulbankian's Bus Lines
HF	=	Hingham Ferry
HLB	=	Bloom Bus Lines
HUS	=	Harvard Univ. shuttle
LEXP	=	Lexpress (Lexington)
LRTA	=	Lowell Regional Transit
M2	=	MASCO (Longwood Med.)
MBCC	=	Mass. Bay Comm. College
MGH	=	Mass. General Hospital
MPA	=	Massport shuttle at Logan
MWRA	=	MA Water Resources Auth.
MYB	=	My Bus (Weymouth)
NCSB	=	Newbury College shuttle
PCI	=	People Care-iers, Inc.
PLB	=	Plymouth & Brockton
PPB	=	Peter Pan
PR	=	Paul Revere (Winthrop)
RIDE	=	The RIDE (MBTA)
SBCS	=	South Bay Center shuttle
SCHB	=	School bus (generic)
SRTA	=	Southeastern Regional Transit Authority
TCC	=	The Coach Company
TCL	=	Trombly Coach Lines
UMAS	=	UMass Boston shuttle
UNDA	=	Interstate Coach
UNK	=	Unknown (MBTA)
VAN	=	Van service (generic)
WCOL	=	Wellesley College shuttle
WTC	=	World Trade Center
YANK	=	Yankee Bus Lines

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Alewife** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	1,310	43.4%
Park 'n' ride	831	27.5%
Pick up	156	5.1%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	2,297	76.2%
MBTA Bus	680	22.6%
Commuter rail	0	0.0%
Other bus/shuttle	37	1.2%
TOTAL	3,014	100.0%
No Answer	9	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
62	204	28.5%	6.8%
76	193	26.9%	6.4%
350	134	18.7%	4.4%
79	89	12.4%	3.0%
67	54	7.5%	1.8%
EMP	32	4.5%	1.1%
84	6	0.8%	0.2%
LEXP	5	0.7%	0.2%
Other			
TOTAL	717	100.0%	23.8%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	666	51.2%	70	8.4%	17	10.8%	0		753	32.9%
6-10	382	29.3%	173	20.8%	43	27.4%	0		598	26.1%
11-15	179	13.7%	100	12.0%	56	35.7%	0		335	14.6%
16-20	63	4.8%	158	19.0%	21	13.4%	0		242	10.6%
21-30	4	0.3%	119	14.3%	15	9.6%	0		138	6.0%
31-45	8	0.6%	133	16.0%	5	3.2%	0		146	6.4%
Over 45	0	0.0%	78	9.4%	0	0.0%	0		78	3.4%
TOTAL	1,302	100.0%	831	100.0%	157	100.0%	0		2,290	100.0%
No Answer	8		0		0		0		8	
Mean	7.9		27.8		14.6				15.6	

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Davis** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	2,073	78.2%
Park 'n' ride	122	4.6%
Pick up	48	1.8%
Bicycle	10	0.3%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	2,243	84.7%
MBTA Bus	405	15.3%
Commuter rail	0	0.0%
Other bus/shuttle	0	0.0%
TOTAL	2,648	100.0%
No Answer	11	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
94	124	30.6%	4.7%
88	103	25.4%	3.9%
96	75	18.5%	2.8%
87	72	17.8%	2.7%
89	15	3.7%	0.6%
77	12	3.0%	0.5%
90	4	1.0%	0.2%
Other			
TOTAL	405	100.0%	15.3%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	986	47.9%	25	20.5%	0	0.0%	0		1,011	45.4%
6-10	717	34.8%	47	38.5%	38	80.9%	0		802	36.0%
11-15	241	11.7%	15	12.3%	0	0.0%	0		256	11.5%
16-20	109	5.3%	10	8.2%	9	19.1%	0		128	5.7%
21-30	7	0.3%	10	8.2%	0	0.0%	0		17	0.8%
31-45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
Over 45	0	0.0%	15	12.3%	0	0.0%	0		15	0.7%
TOTAL	2,060	100.0%	122	100.0%	47	100.0%	0		2,229	100.0%
No Answer	14		0		0		0		25	
Mean	7.8		28.2		10.1				9.0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Porter** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	1,578	82.8%
Park 'n' ride	24	1.2%
Pick up	17	0.8%
Bicycle	14	0.7%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	1,619	85.0%
MBTA Bus	65	3.4%
Commuter rail	220	11.6%
Other bus/shuttle	0	0.0%
TOTAL	1,904	100.0%
No Answer	8	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
83	41	64.1%	2.2%
77	23	35.9%	1.2%
Other			
TOTAL	64	100.0%	3.4%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	902	57.3%	14	56.0%	8	47.1%	0		924	57.2%
6-10	463	29.4%	0	0.0%	0	0.0%	0		463	28.7%
11-15	140	8.9%	0	0.0%	0	0.0%	0		140	8.7%
16-20	68	4.3%	0	0.0%	9	52.9%	0		77	4.8%
21-30	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
31-45	0	0.0%	7	28.0%	0	0.0%	0		7	0.4%
Over 45	0	0.0%	4	16.0%	0	0.0%	0		4	0.2%
TOTAL	1,573	100.0%	25	100.0%	17	100.0%	0		1,615	100.0%
No Answer	5		0		0		0		5	
Mean	6.8		22.8		12.7				7.1	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Harvard** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	10,156	82.9%
Park 'n' ride	25	0.2%
Pick up	64	0.5%
Bicycle	14	0.1%
Taxicab	24	0.1%
Other	16	0.1%
Total private trans.	10,261	83.8%
MBTA Bus	1,960	16.0%
Commuter rail	0	0.0%
Other bus/shuttle	22	0.2%
TOTAL	12,243	100.0%
No Answer	72	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
73	551	27.8%	4.5%
71	427	21.6%	3.5%
74	229	11.6%	1.9%
77	207	10.5%	1.7%
66	167	8.4%	1.4%
78	109	5.5%	0.9%
72	73	3.7%	0.6%
86	72	3.6%	0.6%
69	62	3.1%	0.5%
96	25	1.3%	0.2%
Other	58	2.9%	0.5%
TOTAL	1,980	100.0%	16.2%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	6,560	65.5%	0	0.0%	34	59.6%	0	0.0%	6,605	65.1%
6-10	2,352	23.5%	9	36.0%	0	0.0%	16	100.0%	2,383	23.5%
11-15	876	8.7%	0	0.0%	18	31.6%	0	0.0%	904	8.9%
16-20	193	1.9%	16	64.0%	0	0.0%	0	0.0%	209	2.1%
21-30	35	0.3%	0	0.0%	5	8.8%	0	0.0%	40	0.4%
31-45	3	0.0%	0	0.0%	0	0.0%	0	0.0%	3	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	10,019	100.0%	25	100.0%	57	100.0%	16	100.0%	10,144	100.0%
No Answer	137		0		7		0		179	
Mean	6.3		16.5		9.4		10.0		6.4	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Central** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	3,448	80.3%
Park 'n' ride	137	3.1%
Pick up	20	0.4%
Bicycle	6	0.1%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	3,604	84.0%
MBTA Bus	662	15.4%
Commuter rail	0	0.0%
Other bus/shuttle	27	0.6%
TOTAL	4,293	100.0%
No Answer	13	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
70	317	46.1%	7.4%
47	129	18.8%	3.0%
64	66	9.6%	1.5%
83	62	9.0%	1.4%
1	43	6.3%	1.0%
70A	35	5.1%	0.8%
M2	21	3.1%	0.5%
91	9	1.3%	0.2%
EMP	6	0.9%	0.1%
Other			
TOTAL	688	100.0%	16.0%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	1,884	55.3%	48	35.0%	9	45.0%	0		1,954	54.6%
6-10	1,086	31.9%	0	0.0%	0	0.0%	0		1,086	30.4%
11-15	333	9.8%	49	35.8%	0	0.0%	0		382	10.7%
16-20	58	1.7%	40	29.2%	11	55.0%	0		109	3.0%
21-30	46	1.4%	0	0.0%	0	0.0%	0		46	1.3%
31-45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	3,407	100.0%	137	100.0%	20	100.0%	0		3,577	100.0%
No Answer	41		0		0		0		41	
Mean	6.9		13.0		17.0				7.2	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Kendall** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	11,553	96.8%
Park 'n' ride	137	1.1%
Pick up	39	0.3%
Bicycle	0	0.0%
Taxicab	14	0.1%
Other	11	0.0%
Total private trans.	11,740	98.5%
MBTA Bus	81	0.7%
Commuter rail	0	0.0%
Other bus/shuttle	103	0.9%
TOTAL	11,924	100.0%
No Answer	51	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
GALL	70	38.0%	0.6%
85	54	29.3%	0.5%
64	22	12.0%	0.2%
EMP	20	10.9%	0.2%
WCOL	13	7.1%	0.1%
69	5	2.7%	
Other			
TOTAL	184	100.0%	1.5%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	7,724	67.4%	35	25.7%	4	10.3%	11	100.0%	7,778	66.6%
6-10	2,977	26.0%	20	14.7%	25	64.1%	0	0.0%	3,052	26.1%
11-15	628	5.5%	0	0.0%	6	15.4%	0	0.0%	634	5.4%
16-20	100	0.9%	29	21.3%	0	0.0%	0	0.0%	129	1.1%
21-30	24	0.2%	10	7.4%	0	0.0%	0	0.0%	34	0.3%
31-45	3	0.0%	29	21.3%	4	10.3%	0	0.0%	36	0.3%
Over 45	0	0.0%	13	9.6%	0	0.0%	0	0.0%	13	0.1%
TOTAL	11,456	100.0%	136	100.0%	39	100.0%	11	100.0%	11,676	100.0%
No Answer	97		0		0		0		113	
Mean	5.8		33.6		13.9		2.0		6.1	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Charles/MGH** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	5,826	98.4%
Park 'n' ride	4	0.0%
Pick up	19	0.3%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	5,850	98.9%
MBTA Bus	0	0.0%
Commuter rail	16	0.3%
Other bus/shuttle	50	0.8%
TOTAL	5,916	100.0%
No Answer	0	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
MGH	50	100.0%	0.8%
Other			
TOTAL	50	100.0%	0.8%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	3,716	64.9%	0	0.0%	4	22.2%	0		3,720	64.7%
6-10	1,473	25.7%	4	100.0%	5	27.8%	0		1,482	25.8%
11-15	442	7.7%	0	0.0%	0	0.0%	0		442	7.7%
16-20	62	1.1%	0	0.0%	0	0.0%	0		62	1.1%
21-30	28	0.5%	0	0.0%	9	50.0%	0		37	0.6%
31-45	6	0.1%	0	0.0%	0	0.0%	0		6	0.1%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	5,727	100.0%	4	100.0%	18	100.0%	0		5,749	100.0%
No Answer	100		0		0		0		100	
Mean	6.4		7.0		16.1				6.5	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Park Street** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	9,798	98.5%
Park 'n' ride	6	0.0%
Pick up	36	0.3%
Bicycle	5	0.0%
Taxicab	7	0.0%
Other	0	0.0%
Total private trans.	9,839	99.0%
MBTA Bus	82	0.8%
Commuter rail	0	0.0%
Other bus/shuttle	19	0.2%
TOTAL	9,940	100.0%
No Answer	28	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
43	36	36.0%	0.4%
304	25	25.0%	0.3%
11	9	9.0%	0.1%
CTW	9	9.0%	0.1%
49	7	7.0%	0.1%
EMP	5	5.0%	0.1%
MWRA	5	5.0%	0.1%
55	4	4.0%	
Other			
TOTAL	100	100.0%	1.0%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	6,372	65.8%	0	0.0%	8	25.8%	0		6,383	65.6%
6-10	2,791	28.8%	6	100.0%	4	12.9%	0		2,801	28.8%
11-15	363	3.7%	0	0.0%	0	0.0%	0		363	3.7%
16-20	136	1.4%	0	0.0%	16	51.6%	0		152	1.6%
21-30	20	0.2%	0	0.0%	0	0.0%	0		20	0.2%
31-45	3	0.0%	0	0.0%	3	9.7%	0		6	0.1%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	9,685	100.0%	6	100.0%	31	100.0%	0		9,725	100.0%
No Answer	113		0		6		0		119	
Mean	6.0		10.0		16.2				6.1	

MBTA Rapid Transit
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Egress from the Rapid Transit System

Exit station: **Downtown Crossing** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	11,464	97.8%
Park 'n' ride	0	0.0%
Pick up	30	0.2%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	11,493	98.1%
MBTA Bus	196	1.7%
Commuter rail	0	0.0%
Other bus/shuttle	27	0.2%
TOTAL	11,716	100.0%
No Answer	78	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
93	54	24.1%	0.5%
304	45	20.1%	0.4%
49	37	16.5%	0.3%
EMP	18	8.0%	0.2%
7	16	7.1%	0.1%
11	13	5.8%	0.1%
300	13	5.8%	0.1%
301	9	4.0%	0.1%
VAN	9	4.0%	0.1%
56	6	2.7%	0.1%
Other	4	1.8%	
TOTAL	224	100.0%	1.9%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	7,598	67.7%	0		13	43.3%	0		7,636	67.7%
6-10	2,950	26.3%	0		0	0.0%	0		2,953	26.2%
11-15	531	4.7%	0		7	23.3%	0		547	4.8%
16-20	90	0.8%	0		0	0.0%	0		90	0.8%
21-30	45	0.4%	0		4	13.3%	0		49	0.4%
31-45	6	0.1%	0		6	20.0%	0		12	0.1%
Over 45	0	0.0%	0		0	0.0%	0		0	0.0%
TOTAL	11,220	100.0%	0		30	100.0%	0		11,287	100.0%
No Answer	244		0		0		0		251	
Mean	5.9				17.7				5.9	

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MBTA Rapid Transit

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Egress from the Rapid Transit System

Exit station: **South Station** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	14,344	89.3%
Park 'n' ride	17	0.1%
Pick up	232	1.4%
Bicycle	0	0.0%
Taxicab	15	0.0%
Other	111	0.6%
Total private trans.	14,704	91.6%
MBTA Bus	178	1.1%
Commuter rail	585	3.6%
Other bus/shuttle	581	3.6%
TOTAL	16,048	100.0%
No Answer	34	

Commuter Rail Transfers to Line:	Number of Riders	Percent of Transfers	Percent of Total Riders
Framingham	157	26.8%	1.0%
Needham	42	7.2%	0.3%
Franklin	105	17.9%	0.7%
Attleboro/Stoughton	213	36.4%	1.3%
Fairmount	67	11.5%	0.4%
Unspecified	0	0.0%	0.0%
TOTAL	585	100.0%	3.6%

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
WTC	363	47.5%	2.3%
7	65	8.5%	0.4%
PLB	64	8.4%	0.4%
6	59	7.7%	0.4%
CTW	50	6.5%	0.3%
EMP	48	6.3%	0.3%
PPB	25	3.3%	0.2%
304	22	2.9%	0.1%
AME	14	1.8%	0.1%
44	10	1.3%	0.1%
Other	44	5.8%	0.3%
TOTAL	764	100.0%	4.8%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	9,720	68.6%	9	52.9%	72	31.7%	7	7.1%	9,820	67.6%
6-10	3,705	26.2%	0	0.0%	102	44.9%	0	0.0%	3,807	26.2%
11-15	586	4.1%	0	0.0%	29	12.8%	3	3.0%	618	4.3%
16-20	90	0.6%	4	23.5%	11	4.8%	0	0.0%	105	0.7%
21-30	64	0.5%	0	0.0%	6	2.6%	0	0.0%	70	0.5%
31-45	0	0.0%	4	23.5%	0	0.0%	0	0.0%	4	0.0%
Over 45	0	0.0%	0	0.0%	7	3.1%	89	89.9%	96	0.7%
TOTAL	14,165	100.0%	17	100.0%	227	100.0%	99	100.0%	14,520	100.0%
No Answer	178		0		5		13		208	
Mean	5.6		16.9		17.8		259.4		7.4	

MBTA Rapid Transit
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Egress from the Rapid Transit System

Exit station: **Broadway** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	954	61.0%
Park 'n' ride	38	2.4%
Pick up	109	6.9%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	1,101	70.4%
MBTA Bus	294	18.8%
Commuter rail	0	0.0%
Other bus/shuttle	168	10.7%
TOTAL	1,563	100.0%
No Answer	6	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
9	200	43.3%	12.8%
BUMC	99	21.4%	6.3%
EMP	62	13.4%	4.0%
11	52	11.3%	3.3%
10	12	2.6%	0.8%
39	12	2.6%	0.8%
3	11	2.4%	0.7%
49	7	1.5%	0.4%
BCH	7	1.5%	0.4%
Other			
TOTAL	462	100.0%	29.6%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	587	62.0%	17	45.9%	20	18.3%	0		624	57.1%
6-10	240	25.3%	16	43.2%	42	38.5%	0		298	27.3%
11-15	72	7.6%	0	0.0%	24	22.0%	0		96	8.8%
16-20	35	3.7%	4	10.8%	16	14.7%	0		55	5.0%
21-30	9	1.0%	0	0.0%	0	0.0%	0		9	0.8%
31-45	4	0.4%	0	0.0%	0	0.0%	0		4	0.4%
Over 45	0	0.0%	0	0.0%	7	6.4%	0		7	0.6%
TOTAL	947	100.0%	37	100.0%	109	100.0%	0		1,093	100.0%
No Answer	7		0		0		0		13	
Mean	6.9		9.0		14.0				7.7	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Andrew** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	449	62.2%
Park 'n' ride	27	3.7%
Pick up	29	4.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	505	70.0%
MBTA Bus	165	22.9%
Commuter rail	0	0.0%
Other bus/shuttle	51	7.1%
TOTAL	721	100.0%
No Answer	0	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
10	63	29.0%	8.7%
16	60	27.6%	8.3%
17	40	18.4%	5.5%
SBCS	20	9.2%	2.8%
SCHB	13	6.0%	1.8%
EMP	6	2.8%	0.8%
BCH	6	2.8%	0.8%
BUMC	6	2.8%	0.8%
1	3	1.4%	0.4%
Other			
TOTAL	217	100.0%	30.1%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	177	39.4%	8	28.6%	3	10.3%	0		188	37.2%
6-10	196	43.7%	10	35.7%	26	89.7%	0		232	45.8%
11-15	54	12.0%	10	35.7%	0	0.0%	0		64	12.6%
16-20	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
21-30	22	4.9%	0	0.0%	0	0.0%	0		22	4.3%
31-45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	449	100.0%	28	100.0%	29	100.0%	0		506	100.0%
No Answer	0		0		0		0		0	
Mean	8.6		8.3		9.2				8.7	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **JFK/UMass** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	1,007	27.3%
Park 'n' ride	82	2.2%
Pick up	277	7.5%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	6	0.1%
Total private trans.	1,372	37.3%
MBTA Bus	88	2.4%
Commuter rail	0	0.0%
Other bus/shuttle	2,218	60.3%
TOTAL	3,678	100.0%
No Answer	11	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
UMAS	2,213	95.9%	60.2%
8	88	3.8%	2.4%
EMP	6	0.3%	0.2%
Other			
TOTAL	2,307	100.0%	62.7%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	485	49.5%	30	36.1%	148	55.4%	0	0.0%	663	49.5%
6-10	390	39.8%	11	13.3%	96	36.0%	6	100.0%	503	37.6%
11-15	90	9.2%	16	19.3%	23	8.6%	0	0.0%	133	9.9%
16-20	5	0.5%	0	0.0%	0	0.0%	0	0.0%	5	0.4%
21-30	5	0.5%	0	0.0%	0	0.0%	0	0.0%	5	0.4%
31-45	4	0.4%	0	0.0%	0	0.0%	0	0.0%	4	0.3%
Over 45	0	0.0%	26	31.3%	0	0.0%	0	0.0%	26	1.9%
TOTAL	979	100.0%	83	100.0%	267	100.0%	6	100.0%	1,339	100.0%
No Answer	28		0		9		0		45	
Mean	7.7		24.2		6.9		10.0		8.6	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Savin Hill** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	268	100.0%
Park 'n' ride	0	0.0%
Pick up	0	0.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	268	100.0%
MBTA Bus	0	0.0%
Commuter rail	0	0.0%
Other bus/shuttle	0	0.0%
TOTAL	268	100.0%
No Answer	0	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
Other			
TOTAL			

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	164	64.1%	0		0		0		164	64.1%
6-10	70	27.3%	0		0		0		70	27.3%
11-15	22	8.6%	0		0		0		22	8.6%
16-20	0	0.0%	0		0		0		0	0.0%
21-30	0	0.0%	0		0		0		0	0.0%
31-45	0	0.0%	0		0		0		0	0.0%
Over 45	0	0.0%	0		0		0		0	0.0%
TOTAL	256	100.0%	0		0		0		256	100.0%
No Answer	12		0		0		0		12	
Mean	6.9								6.9	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Fields Corner** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	614	71.6%
Park 'n' ride	51	5.9%
Pick up	16	1.8%
Bicycle	0	0.0%
Taxicab	6	0.7%
Other	6	0.7%
Total private trans.	688	80.3%
MBTA Bus	169	19.7%
Commuter rail	0	0.0%
Other bus/shuttle	0	0.0%
TOTAL	857	100.0%
No Answer	0	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
20	81	47.6%	9.5%
17	78	45.9%	9.1%
19	6	3.5%	0.7%
18	5	2.9%	0.6%
Other			
TOTAL	170	100.0%	19.8%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	246	40.1%	31	67.4%	10	62.5%	6	100.0%	293	43.0%
6-10	242	39.4%	15	32.6%	0	0.0%	0	0.0%	257	37.7%
11-15	115	18.7%	0	0.0%	0	0.0%	0	0.0%	115	16.9%
16-20	11	1.8%	0	0.0%	0	0.0%	0	0.0%	11	1.6%
21-30	0	0.0%	0	0.0%	6	37.5%	0	0.0%	6	0.9%
31-45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	614	100.0%	46	100.0%	16	100.0%	6	100.0%	682	100.0%
No Answer	0		6		0		0		6	
Mean	8.3		6.0		12.3		2.0		8.2	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Shawmut** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	155	96.2%
Park 'n' ride	6	3.7%
Pick up	0	0.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	161	100.0%
MBTA Bus	0	0.0%
Commuter rail	0	0.0%
Other bus/shuttle	0	0.0%
TOTAL	161	100.0%
No Answer	14	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
Other			
TOTAL			

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	59	38.1%	0	0.0%	0		0		59	36.6%
6-10	68	43.9%	0	0.0%	0		0		68	42.2%
11-15	21	13.5%	6	100.0%	0		0		27	16.8%
16-20	7	4.5%	0	0.0%	0		0		7	4.3%
21-30	0	0.0%	0	0.0%	0		0		0	0.0%
31-45	0	0.0%	0	0.0%	0		0		0	0.0%
Over 45	0	0.0%	0	0.0%	0		0		0	0.0%
TOTAL	155	100.0%	6	100.0%	0		0		161	100.0%
No Answer	0		0		0		0		0	
Mean	7.6		14.0						7.8	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Ashmont** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	446	43.5%
Park 'n' ride	66	6.4%
Pick up	38	3.7%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	550	53.7%
MBTA Bus	390	38.1%
Commuter rail	0	0.0%
Other bus/shuttle	84	8.2%
TOTAL	1,024	100.0%
No Answer	15	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
22	111	23.4%	10.8%
23	84	17.7%	8.2%
BAT	78	16.4%	7.6%
240	68	14.3%	6.6%
21	59	12.4%	5.8%
27	34	7.2%	3.3%
26	18	3.8%	1.8%
217	17	3.6%	1.7%
EMP	6	1.3%	0.6%
Other			
TOTAL	475	100.0%	46.4%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	166	39.7%	15	22.7%	26	66.7%	0		216	40.1%
6-10	98	23.4%	44	66.7%	5	12.8%	0		153	28.4%
11-15	98	23.4%	0	0.0%	0	0.0%	0		98	18.2%
16-20	56	13.4%	0	0.0%	8	20.5%	0		64	11.9%
21-30	0	0.0%	7	10.6%	0	0.0%	0		7	1.3%
31-45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	418	100.0%	66	100.0%	39	100.0%	0		538	100.0%
No Answer	28		0		0		0		28	
Mean	9.6		10.7		8.6				9.7	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Ashmont** **Mattapan Trolley**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	57	54.2%
Park 'n' ride	0	0.0%
Pick up	7	6.6%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	63	60.0%
MBTA Bus	36	34.3%
Commuter rail	0	0.0%
Other bus/shuttle	6	5.7%
TOTAL	105	100.0%
No Answer	7	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
23	18	42.9%	17.1%
215	12	28.6%	11.4%
21	6	14.3%	5.7%
BAT	6	14.3%	5.7%
Other			
TOTAL	42	100.0%	40.0%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	44	77.2%	0		7	100.0%	0		51	79.7%
6-10	0	0.0%	0		0	0.0%	0		0	0.0%
11-15	6	10.5%	0		0	0.0%	0		6	9.4%
16-20	0	0.0%	0		0	0.0%	0		0	0.0%
21-30	7	12.3%	0		0	0.0%	0		7	10.9%
31-45	0	0.0%	0		0	0.0%	0		0	0.0%
Over 45	0	0.0%	0		0	0.0%	0		0	0.0%
TOTAL	57	100.0%	0		7	100.0%	0		64	100.0%
No Answer	0		0		0		0		7	
Mean	8.4								8.4	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Cedar Grove** **Mattapan Trolley**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	20	100.0%
Park 'n' ride	0	0.0%
Pick up	0	0.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	20	100.0%
MBTA Bus	0	0.0%
Commuter rail	0	0.0%
Other bus/shuttle	0	0.0%
TOTAL	20	100.0%
No Answer	0	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
Other			
TOTAL			

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	0	0.0%	0		0		0		0	0.0%
6-10	20	100.0%	0		0		0		20	100.0%
11-15	0	0.0%	0		0		0		0	0.0%
16-20	0	0.0%	0		0		0		0	0.0%
21-30	0	0.0%	0		0		0		0	0.0%
31-45	0	0.0%	0		0		0		0	0.0%
Over 45	0	0.0%	0		0		0		0	0.0%
TOTAL	20	100.0%	0		0		0		20	100.0%
No Answer	0		0		0		0		0	
Mean	10.0								10.0	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Butler** **Mattapan Trolley**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	30	100.0%
Park 'n' ride	0	0.0%
Pick up	0	0.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	30	100.0%
MBTA Bus	0	0.0%
Commuter rail	0	0.0%
Other bus/shuttle	0	0.0%
TOTAL	30	100.0%
No Answer	0	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
Other			
TOTAL			

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	30	100.0%	0		0		0		30	100.0%
6-10	0	0.0%	0		0		0		0	0.0%
11-15	0	0.0%	0		0		0		0	0.0%
16-20	0	0.0%	0		0		0		0	0.0%
21-30	0	0.0%	0		0		0		0	0.0%
31-45	0	0.0%	0		0		0		0	0.0%
Over 45	0	0.0%	0		0		0		0	0.0%
TOTAL	30	100.0%	0		0		0		30	100.0%
No Answer	0		0		0		0		0	
Mean	2.4								2.4	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Milton** **Mattapan Trolley**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	42	61.7%
Park 'n' ride	19	27.9%
Pick up	0	0.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	61	89.7%
MBTA Bus	0	0.0%
Commuter rail	0	0.0%
Other bus/shuttle	7	10.3%
TOTAL	68	100.0%
No Answer	0	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
BAT	7	100.0%	10.3%
Other			
TOTAL	7	100.0%	10.3%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	27	64.3%	0	0.0%	0		0		27	44.3%
6-10	0	0.0%	19	100.0%	0		0		19	31.1%
11-15	0	0.0%	0	0.0%	0		0		0	0.0%
16-20	15	35.7%	0	0.0%	0		0		15	24.6%
21-30	0	0.0%	0	0.0%	0		0		0	0.0%
31-45	0	0.0%	0	0.0%	0		0		0	0.0%
Over 45	0	0.0%	0	0.0%	0		0		0	0.0%
TOTAL	42	100.0%	19	100.0%	0		0		61	100.0%
No Answer	0		0		0		0		0	
Mean	8.7		10.0						9.1	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Central Avenue** **Mattapan Trolley**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	205	88.3%
Park 'n' ride	0	0.0%
Pick up	15	6.4%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	220	94.8%
MBTA Bus	0	0.0%
Commuter rail	0	0.0%
Other bus/shuttle	12	5.2%
TOTAL	232	100.0%
No Answer	0	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
SCHB	12	100.0%	5.2%
Other			
TOTAL	12	100.0%	5.2%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	125	64.8%	0		0	0.0%	0		125	61.9%
6-10	40	20.7%	0		0	0.0%	0		40	19.8%
11-15	12	6.2%	0		0	0.0%	0		12	5.9%
16-20	16	8.3%	0		9	100.0%	0		25	12.4%
21-30	0	0.0%	0		0	0.0%	0		0	0.0%
31-45	0	0.0%	0		0	0.0%	0		0	0.0%
Over 45	0	0.0%	0		0	0.0%	0		0	0.0%
TOTAL	193	100.0%	0		9	100.0%	0		202	100.0%
No Answer	13		0		6		0		18	
Mean	7.0				20.0				7.6	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Valley Road** **Mattapan Trolley**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	13	100.0%
Park 'n' ride	0	0.0%
Pick up	0	0.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	13	100.0%
MBTA Bus	0	0.0%
Commuter rail	0	0.0%
Other bus/shuttle	0	0.0%
TOTAL	13	100.0%
No Answer	0	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
Other			
TOTAL			

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	13	100.0%	0		0		0		13	100.0%
6-10	0	0.0%	0		0		0		0	0.0%
11-15	0	0.0%	0		0		0		0	0.0%
16-20	0	0.0%	0		0		0		0	0.0%
21-30	0	0.0%	0		0		0		0	0.0%
31-45	0	0.0%	0		0		0		0	0.0%
Over 45	0	0.0%	0		0		0		0	0.0%
TOTAL	13	100.0%	0		0		0		13	100.0%
No Answer	0		0		0		0		0	
Mean	5.0								5.0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Capen Street** **Mattapan Trolley**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	9	100.0%
Park 'n' ride	0	0.0%
Pick up	0	0.0%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	9	100.0%
MBTA Bus	0	0.0%
Commuter rail	0	0.0%
Other bus/shuttle	0	0.0%
TOTAL	9	100.0%
No Answer	0	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
Other			
TOTAL			

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	9	100.0%	0		0		0		9	100.0%
6-10	0	0.0%	0		0		0		0	0.0%
11-15	0	0.0%	0		0		0		0	0.0%
16-20	0	0.0%	0		0		0		0	0.0%
21-30	0	0.0%	0		0		0		0	0.0%
31-45	0	0.0%	0		0		0		0	0.0%
Over 45	0	0.0%	0		0		0		0	0.0%
TOTAL	9	100.0%	0		0		0		9	100.0%
No Answer	0		0		0		0		0	
Mean	1.0								1.0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Mattapan** **Mattapan Trolley**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	236	55.5%
Park 'n' ride	0	0.0%
Pick up	12	2.8%
Bicycle	0	0.0%
Taxicab	8	1.8%
Other	0	0.0%
Total private trans.	248	58.4%
MBTA Bus	163	38.4%
Commuter rail	0	0.0%
Other bus/shuttle	14	3.3%
TOTAL	425	100.0%
No Answer	32	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
30	54	30.5%	12.7%
UNK	39	22.0%	9.2%
24	32	18.1%	7.5%
28	24	13.6%	5.6%
PCI	14	7.9%	3.3%
31	7	4.0%	1.6%
33	7	4.0%	1.6%
Other			
TOTAL	177	100.0%	41.6%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	175	79.2%	0		12	100.0%	0		213	82.2%
6-10	21	9.5%	0		0	0.0%	0		21	8.1%
11-15	25	11.3%	0		0	0.0%	0		25	9.7%
16-20	0	0.0%	0		0	0.0%	0		0	0.0%
21-30	0	0.0%	0		0	0.0%	0		0	0.0%
31-45	0	0.0%	0		0	0.0%	0		0	0.0%
Over 45	0	0.0%	0		0	0.0%	0		0	0.0%
TOTAL	221	100.0%	0		12	100.0%	0		259	100.0%
No Answer	16		0		0		0		22	
Mean	5.0								5.0	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **North Quincy** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	1,343	71.5%
Park 'n' ride	134	7.1%
Pick up	156	8.3%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	1,633	87.0%
MBTA Bus	42	2.2%
Commuter rail	0	0.0%
Other bus/shuttle	201	10.7%
TOTAL	1,876	100.0%
No Answer	0	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
EMP	201	82.7%	10.7%
211	18	7.4%	1.0%
212	17	7.0%	0.9%
210	7	2.9%	0.4%
Other			
TOTAL	243	100.0%	13.0%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	743	55.7%	23	17.2%	77	49.4%	0		843	51.9%
6-10	443	33.2%	48	35.8%	71	45.5%	0		562	34.6%
11-15	93	7.0%	14	10.4%	8	5.1%	0		115	7.1%
16-20	33	2.5%	16	11.9%	0	0.0%	0		49	3.0%
21-30	6	0.4%	23	17.2%	0	0.0%	0		29	1.8%
31-45	16	1.2%	0	0.0%	0	0.0%	0		16	1.0%
Over 45	0	0.0%	10	7.5%	0	0.0%	0		10	0.6%
TOTAL	1,334	100.0%	134	100.0%	156	100.0%	0		1,624	100.0%
No Answer	9		0		0		0		9	
Mean	7.2		17.1		7.3				8.1	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Wollaston** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	472	65.2%
Park 'n' ride	198	27.3%
Pick up	46	6.3%
Bicycle	8	1.1%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	716	99.0%
MBTA Bus	0	0.0%
Commuter rail	0	0.0%
Other bus/shuttle	7	1.0%
TOTAL	723	100.0%
No Answer	0	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
EMP	7	100.0%	1.0%
Other			
TOTAL	7	100.0%	1.0%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	91	19.3%	9	4.5%	11	23.9%	0		111	15.5%
6-10	228	48.3%	31	15.7%	35	76.1%	0		294	41.1%
11-15	86	18.2%	29	14.6%	0	0.0%	0		115	16.1%
16-20	44	9.3%	66	33.3%	0	0.0%	0		110	15.4%
21-30	23	4.9%	45	22.7%	0	0.0%	0		68	9.5%
31-45	0	0.0%	9	4.5%	0	0.0%	0		9	1.3%
Over 45	0	0.0%	9	4.5%	0	0.0%	0		9	1.3%
TOTAL	472	100.0%	198	100.0%	46	100.0%	0		716	100.0%
No Answer	0		0		0		0		0	
Mean	10.8		21.7		8.3				13.7	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Quincy Center** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	817	47.8%
Park 'n' ride	202	11.8%
Pick up	49	2.8%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	20	1.1%
Total private trans.	1,088	63.8%
MBTA Bus	606	35.5%
Commuter rail	0	0.0%
Other bus/shuttle	12	0.7%
TOTAL	1,706	100.0%
No Answer	34	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
220	155	25.0%	9.1%
214	119	19.2%	7.0%
225	115	18.6%	6.7%
222	78	12.6%	4.6%
230	55	8.9%	3.2%
245	27	4.4%	1.6%
215	23	3.7%	1.3%
238	15	2.4%	0.9%
EMP	12	1.9%	0.7%
216	11	1.8%	0.6%
Other	9	1.5%	0.5%
TOTAL	619	100.0%	36.3%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	437	53.8%	9	4.4%	8	16.0%	8	42.1%	462	42.6%
6-10	243	29.9%	98	48.3%	34	68.0%	0	0.0%	375	34.6%
11-15	111	13.7%	14	6.9%	8	16.0%	11	57.9%	144	13.3%
16-20	12	1.5%	9	4.4%	0	0.0%	0	0.0%	21	1.9%
21-30	5	0.6%	64	31.5%	0	0.0%	0	0.0%	69	6.4%
31-45	4	0.5%	0	0.0%	0	0.0%	0	0.0%	4	0.4%
Over 45	0	0.0%	9	4.4%	0	0.0%	0	0.0%	9	0.8%
TOTAL	812	100.0%	203	100.0%	50	100.0%	19	100.0%	1,084	100.0%
No Answer	6		0		0		0		11	
Mean	7.7		18.0		9.1		9.1		9.8	

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Quincy Adams** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	124	18.7%
Park 'n' ride	266	40.1%
Pick up	149	22.5%
Bicycle	0	0.0%
Taxicab	6	0.9%
Other	0	0.0%
Total private trans.	540	81.6%
MBTA Bus	14	2.1%
Commuter rail	0	0.0%
Other bus/shuttle	108	16.3%
TOTAL	662	100.0%
No Answer	5	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
EMP	108	89.3%	16.3%
236	8	6.6%	1.2%
238	5	4.1%	0.8%
Other			
TOTAL	121	100.0%	18.3%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	73	58.9%	15	5.6%	31	22.6%	0		119	22.6%
6-10	28	22.6%	34	12.8%	52	38.0%	0		114	21.6%
11-15	23	18.5%	48	18.0%	32	23.4%	0		103	19.5%
16-20	0	0.0%	16	6.0%	10	7.3%	0		26	4.9%
21-30	0	0.0%	88	33.1%	6	4.4%	0		94	17.8%
31-45	0	0.0%	36	13.5%	6	4.4%	0		42	8.0%
Over 45	0	0.0%	29	10.9%	0	0.0%	0		29	5.5%
TOTAL	124	100.0%	266	100.0%	137	100.0%	0		527	100.0%
No Answer	0		0		12		0		17	
Mean	7.2		26.5		12.2				18.2	

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Braintree** **Red Line**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	159	19.2%
Park 'n' ride	436	52.7%
Pick up	182	22.0%
Bicycle	0	0.0%
Taxicab	39	4.7%
Other	0	0.0%
Total private trans.	777	94.1%
MBTA Bus	49	5.9%
Commuter rail	0	0.0%
Other bus/shuttle	0	0.0%
TOTAL	826	100.0%
No Answer	9	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
230	38	77.6%	4.6%
236	11	22.4%	1.3%
Other			
TOTAL	49	100.0%	5.9%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	70	44.9%	82	19.2%	36	19.7%	0		197	25.4%
6-10	52	33.3%	91	21.3%	52	28.4%	0		195	25.2%
11-15	12	7.7%	47	11.0%	45	24.6%	0		104	13.4%
16-20	16	10.3%	118	27.6%	38	20.8%	0		172	22.2%
21-30	0	0.0%	60	14.1%	12	6.6%	0		72	9.3%
31-45	6	3.8%	29	6.8%	0	0.0%	0		35	4.5%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	156	100.0%	427	100.0%	183	100.0%	0		775	100.0%
No Answer	3		9		0		0		12	
Mean	10.2		16.6		13.2				14.6	

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12. Destination Locations and Activities

These tables show where Red Line riders ended their trips, and what their activities were at each of those destination locations. This information is useful in defining the market area for each of the Red Line stations and also understanding what kinds of trips are made on the Red Line.

OVERVIEW OF RESULTS

Destination Locations

Northern Segment

Passengers exiting at northern Red Line stations spread out relatively widely to reach their destinations. At Alewife, only 40% of passengers ended their trip in the immediate neighborhood, while smaller numbers of people drove as far as New Hampshire. At Kendall, more than 98% of passengers ended their trip in the Kendall/MIT neighborhood. At the other stations, between 70% and 78% of passengers had nearby destinations, with the rest using buses or other transport to reach more distant destinations.

Central Segment

Neighborhoods of downtown Boston were the destinations for almost all of the people exiting from Central Segment stations.[12] South Station, because of the connection to commuter rail, sent passengers to a wide range of locations south and west of Boston. Broadway station, which is not located in downtown Boston, sent two-thirds of its exiting passengers to South Boston.

Dorchester Branch

The pattern of destinations for Dorchester Branch stations was less spread out than for the Northern Segment. Almost all exiting passengers were destined for the immediate neighborhood. The pattern at Ashmont was somewhat more spread out than the other stations on this branch, because of the availability of parking and bus routes.

[12]The tables for Downtown Crossing and Park Street in this chapter include only passengers exiting from the Red Line to outside the system. See Appendix B for destination information for all passengers exiting at these stations.

South Shore Branch

As with the pattern of origins, the southern two stations, Quincy Adams and Braintree, serve a large number of towns south of Boston, while the other three stations serve mainly the city of Quincy. Because there were fewer passengers exiting from these stations during the survey period than entering, the list of destination locations is generally smaller than the list of origins for each of the stations.

Destination Activities

Northern Segment

Work was the most common destination activity for most of the northern stations, especially at Kendall, where it accounted for 77% of the trips. Home was the most common activity at Porter and Davis, and home and work were nearly equal at Alewife. School was a significant destination activity at Harvard and Kendall, as one would expect.

Central Segment

The destination activity of the majority of riders exiting from Central Segment stations was work, accounting for between 67% and 87% of trips. Shopping was also a significant activity at Downtown Crossing, and personal business (i.e. trips to the doctor) accounted for 15% of the exits at Charles/MGH.

Dorchester Branch

The southern stations of the Dorchester Branch are located in mostly residential neighborhoods, and thus the majority of the passengers exiting there were destined for home. At Andrew, destinations were split between work and home, while at JFK/UMass, a majority of passengers were headed for school. Most Trolley passengers were headed for home, although at Central Ave. and Mattapan, a wide variety of purposes were served.

South Shore Branch

Passengers exiting from South Shore stations were mostly split between work and home, with North Quincy oriented toward work, Wollaston and Braintree oriented toward home and the other two stations more evenly divided. Quincy Center, because it is in a dense, mixed-use neighborhood, has all purposes represented with more than minimal numbers.

DESCRIPTION OF TABLES

Destination Locations

The left-hand portion of each table lists the cities, towns or neighborhoods which were the destination locations for trips ending at each Red Line station. All destination locations are aggregated by city or town, except for those in Boston, Cambridge, Somerville and Brookline. Boston destinations were broken down into twenty-three neighborhoods, Cambridge destinations into five neighborhoods, and Somerville and Brookline into four each.[13] These neighborhood designations are shown in Figure 12-1. Riders destined to outside of Massachusetts are aggregated by state rather than by town.

The destination locations are listed in descending order by the number of riders. The report is set up to show a maximum of twenty-five locations. Locations beyond the top twenty-five are combined into "Other." Survey responses which did not contain enough information to determine a destination town are included in the "Unknown" category at the bottom of the table. The percentages of riders in the second column of figures do not include the "unknown" responses.

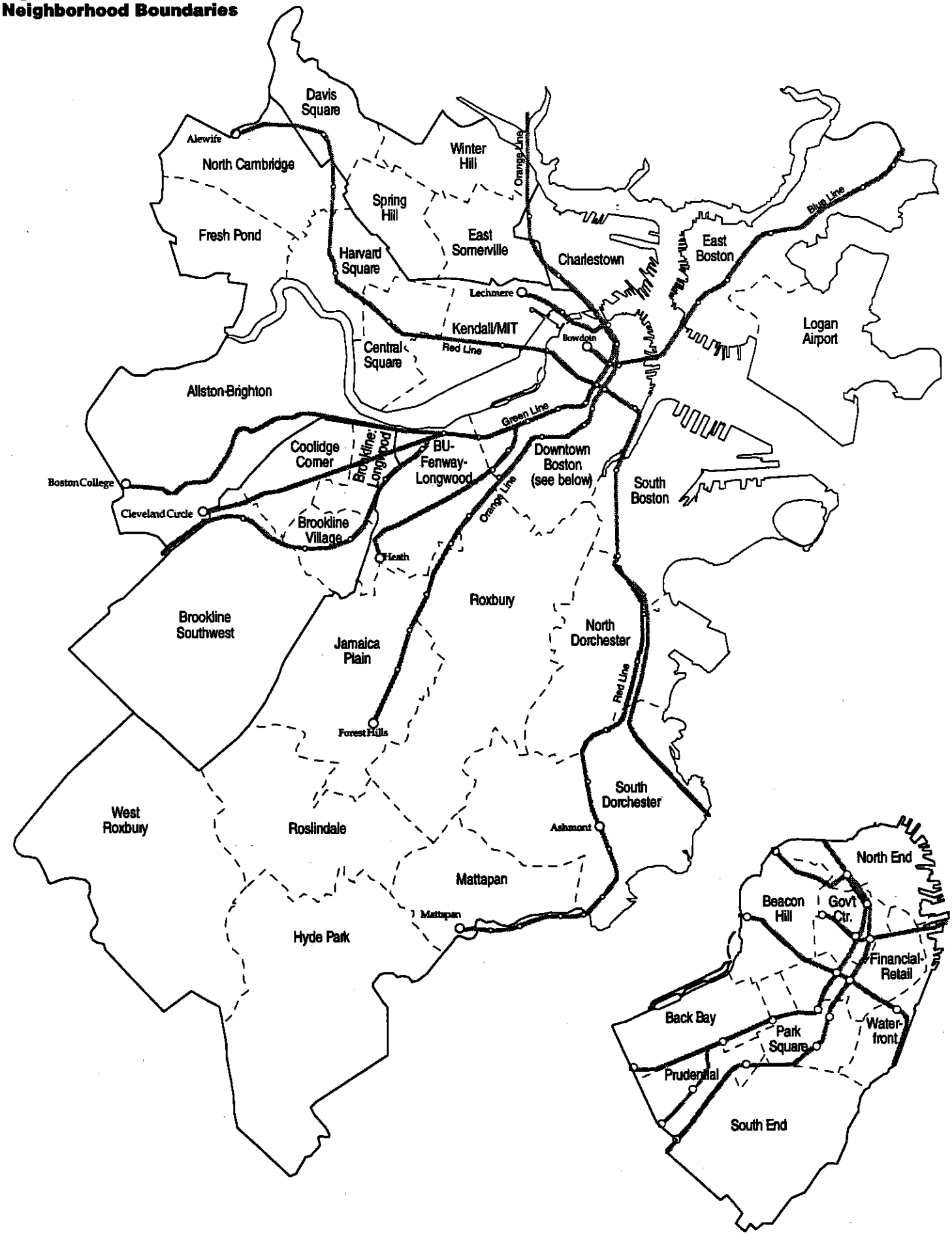
Destination Activities

The right-hand portion of the table breaks down the total riders for each location by the activities revealed in the responses to question 8a on the survey form. The breakdown is shown only in percentages rather than absolute numbers. It is possible to derive the number of riders for each activity by multiplying the percentage by the total riders for that location.

It is important to note that as one moves down the list of destination locations, the number of survey responses declines; in most cases, it declines quickly. For some of the less significant destination locations, the breakdown of activities may be based on only a few surveys, in some cases, only one or two. Thus, the percentage breakdown of activities is statistically valid only for the top few destination locations and the station total shown in the last line on the table. Also note that the survey data was expanded on the basis of boardings, not exits. Thus the number of exits shown at a station may not match the number one would get through a passenger count (see Appendix A for a full discussion).

[13]The neighborhood designations for Boston are the standard ones used at CTPS for land use modeling. The neighborhoods for Cambridge, Somerville and Brookline were developed specially for the Systemwide Survey project.

Figure 12–1
Neighborhood Boundaries



MBTA Rapid Transit
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Destination Locations and Activities

Exit Station: **Alewife** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Cambridge: North Cambridge	1,183	39.9%	15.3%	2.1%	69.8%	4.5%	1.9%	3.8%	2.7%
Lexington	563	19.0%	47.7%	3.8%	41.2%	4.7%		0.9%	1.7%
Arlington	324	10.9%	94.7%		3.3%				2.1%
Burlington	120	4.0%	44.0%		46.3%	9.7%			
Bedford	92	3.1%	32.3%	11.2%	42.4%			7.4%	6.7%
Cambridge: Fresh Pond	76	2.6%	26.7%		24.5%	20.5%	28.2%		
Concord	74	2.5%	58.1%		41.9%				
Belmont	69	2.3%	84.8%		15.2%				
Woburn	68	2.3%	59.6%	27.5%					12.9%
Waltham	50	1.7%			100.0%				
Lincoln	44	1.5%	80.2%	19.8%					
New Hampshire	40	1.3%	100.0%						
Acton	36	1.2%	100.0%						
Fitchburg	33	1.1%	61.5%		38.5%				
Shirley	23	0.8%	42.9%		57.1%				
Medford	20	0.7%	100.0%						
Colrain	19	0.7%	100.0%						
Stow	16	0.5%	100.0%						
Westford	14	0.5%	100.0%						
Carlisle	14	0.5%	100.0%						
Wayland	10	0.3%	100.0%						
Wellesley	10	0.3%	100.0%						
Billerica	9	0.3%			100.0%				
Winchester	9	0.3%	100.0%						
Littleton	7	0.2%	100.0%						
Other	44	1.5%	38.9%		47.1%	14.0%			
TOTAL	2,965	100.0%	43.1%	2.8%	44.8%	3.8%	1.5%	1.9%	2.1%
Unknown	58								

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Davis** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Somerville: Davis Square	1,883	70.8%	46.8%	2.5%	30.2%	9.9%	6.7%	1.8%	2.1%
Medford	374	14.1%	33.1%	34.6%	26.5%	2.7%	0.8%	2.3%	
Cambridge: North Cambridge	138	5.2%	50.6%		32.8%	16.7%			
Arlington	99	3.7%	75.2%		14.7%	10.1%			
Somerville: Spring Hill	58	2.2%	74.6%		8.4%			17.0%	
Somerville: Unspecified	25	0.9%	42.2%		57.8%				
Somerville: Winter Hill	24	0.9%	84.1%	15.9%					
Somerville: E Somerville	23	0.9%	44.4%		17.0%			38.5%	
Pittsfield	15	0.5%	100.0%						
Lincoln	10	0.4%	100.0%						
Waltham	9	0.4%			100.0%				
TOTAL	2,659	100.0%	47.3%	6.8%	28.6%	8.6%	4.8%	2.3%	1.5%

Unknown 9

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Porter** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Cambridge: North Cambridge	1,357	70.8%	20.7%	5.7%	28.9%	11.5%	16.4%	11.6%	5.2%
Somerville: Spring Hill	184	9.6%	76.1%		13.0%	2.4%	3.2%	5.3%	
Cambridge: Harvard Square	86	4.5%	38.4%		35.4%	12.4%			13.8%
Waltham	82	4.3%	7.5%	57.4%	24.3%				10.8%
Concord	46	2.4%	50.7%	9.6%	21.8%		17.9%		
Somerville: Davis Square	31	1.6%	79.4%		20.6%				
Belmont	27	1.4%	100.0%						
Lincoln	15	0.8%	56.7%		43.3%				
Fitchburg	15	0.8%	82.9%		17.1%				
Templeton	12	0.6%	100.0%						
Woburn	10	0.5%						100.0%	
Somerville: E Somerville	9	0.5%					100.0%		
Beverly	7	0.3%	100.0%						
Cambridge: Unspecified	7	0.3%			100.0%				
Westford	6	0.3%	100.0%						
Arlington	5	0.2%	100.0%						
Littleton	5	0.3%	100.0%						
Weston	5	0.3%	100.0%						
New Hampshire	5	0.3%	100.0%						
New Bedford	4	0.2%			100.0%				
TOTAL	1,918	100.0%	31.4%	6.7%	26.2%	9.0%	12.8%	9.3%	4.8%

Unknown 7

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Harvard** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Cambridge: Harvard Square	9,688	78.4%	5.2%	17.4%	50.7%	8.0%	8.8%	6.0%	3.9%
Cambridge: Fresh Pond	518	4.2%	31.3%	2.2%	39.6%	20.4%	2.3%	0.9%	3.4%
Boston: Allston/Brighton	378	3.1%	33.2%	5.9%	39.6%	6.4%	4.4%	2.8%	7.7%
Belmont	344	2.8%	55.2%	2.4%	34.1%	3.6%	2.7%	1.9%	
Watertown	339	2.7%	47.8%		33.0%	13.8%	2.9%	2.4%	
Cambridge: Central Square	330	2.7%	20.4%	5.0%	62.0%	7.8%	2.1%	2.7%	
Arlington	219	1.8%	64.3%		20.5%	3.4%	6.7%		5.0%
Cambridge: North Cambridge	178	1.4%	23.3%	4.3%	49.9%	6.5%	4.5%	6.0%	5.6%
Cambridge: Unspecified	117	0.9%	18.2%	9.7%	33.9%	14.0%	5.7%	3.8%	14.8%
Waltham	48	0.4%	22.3%		59.1%				18.6%
Somerville: Spring Hill	40	0.3%	88.6%			11.4%			
Medford	25	0.2%	47.0%	10.5%	42.5%				
Boston: BU-Fenway-Longwood	25	0.2%		15.4%	46.4%	38.3%			
Cambridge: Kendall/MIT	19	0.2%		36.2%	23.4%	20.2%			20.2%
Concord	16	0.1%	100.0%						
Somerville: E Somerville	14	0.1%	100.0%						
Newton	13	0.1%			100.0%				
Brookline: Unspecified	11	0.1%	69.4%			30.6%			
Somerville: Winter Hill	10	0.1%			100.0%				
Brookline: Coolidge Corner	9	0.1%	55.4%			44.6%			
Westwood	5				100.0%				
Boston: South End	4				100.0%				
Brookline Village	4				100.0%				
TOTAL	12,353	100.0%	12.2%	14.4%	48.3%	8.5%	7.6%	5.1%	3.9%

Unknown 0

CTPS
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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Central** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Cambridge: Central Square	3,218	74.6%	21.2%	1.5%	50.8%	9.6%	9.4%	3.6%	3.8%
Cambridge: Kendall/MIT	344	8.0%	8.0%	7.6%	70.9%	6.7%		6.8%	
Boston: Allston/Brighton	170	4.0%	41.7%		56.6%				1.7%
Boston: BU-Fenway-Longwood	143	3.3%		13.8%	86.2%				
Waltham	123	2.9%	50.3%		35.8%	4.8%			9.1%
Watertown	110	2.6%	24.1%		50.2%	8.0%	17.6%		
Cambridge: Harvard Square	38	0.9%	39.3%	13.6%	6.6%	13.4%		27.1%	
Brookline: Longwood	29	0.7%	100.0%						
Somerville: E Somerville	28	0.6%	54.7%		31.7%		13.6%		
Lexington	26	0.6%	100.0%						
Cambridge: North Cambridge	19	0.4%	100.0%						
Somerville: Spring Hill	16	0.4%	43.7%				56.3%		
Belmont	15	0.3%	100.0%						
Boston: Unspecified	11	0.2%			100.0%				
Boston: Roxbury	7	0.2%			53.8%				46.2%
Medford	5	0.1%			100.0%				
Boston: Back Bay	5	0.1%			100.0%				
Boston: South End	4	0.1%			100.0%				
TOTAL	4,312	100.0%	23.1%	2.3%	51.9%	8.2%	7.8%	3.5%	3.3%

Unknown 0

CTPS
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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Kendall** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Cambridge: Kendall/MIT	11,783	98.3%	1.9%	14.7%	77.8%	1.6%	0.7%	0.8%	2.5%
Cambridge: Central Square	36	0.3%	73.9%		26.1%				
Arlington	30	0.3%	100.0%						
Rockport	29	0.2%	100.0%						
Boston: Allston/Brighton	17	0.1%			100.0%				
Somerville: Spring Hill	16	0.1%	100.0%						
Wellesley	13	0.1%		35.2%	64.8%				
Boston: Beacon Hill	12	0.1%			42.1%			57.9%	
Cambridge: Unspecified	11	0.1%			100.0%				
Somerville: Winter Hill	9	0.1%	100.0%						
Hanson	7	0.1%	100.0%						
Boston: BU-Fenway-Longwood	7	0.1%			100.0%				
Vermont	7	0.1%	100.0%						
Boston: Financial-Retail	5						100.0%		
Boston: South End	5						100.0%		
Boston: Government Center	3				100.0%				
TOTAL	11,989	100.0%	2.9%	14.5%	77.0%	1.5%	0.8%	0.9%	2.5%

Unknown 0

CTPS
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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Charles/MGH** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Beacon Hill	4,934	83.5%	7.1%	2.6%	66.2%	16.8%	1.2%	3.8%	2.3%
Boston: Government Center	379	6.4%	2.3%	5.6%	81.2%	9.3%			1.6%
Boston: Back Bay	162	2.7%	8.5%	6.9%	74.1%		5.5%		5.1%
Boston: North End	110	1.9%	8.1%	15.4%	76.5%				
Boston: Park Square	106	1.8%		8.3%	91.7%				
Boston: Financial-Retail	95	1.6%	32.8%		43.4%		11.2%	12.6%	
Boston: Charlestown	55	0.9%		8.6%	91.4%				
Cambridge: Kendall/MIT	27	0.5%		30.2%	55.5%	14.3%			
Boston: Waterfront	11	0.2%				100.0%			
Salem	9	0.1%	100.0%						
Wakefield	7	0.1%	100.0%						
Boston: Prudential	6	0.1%			100.0%				
Boston: South End	6	0.1%			100.0%				
TOTAL	5,906	100.0%	7.3%	3.4%	67.6%	14.9%	1.3%	3.3%	2.2%

Unknown 9

CTPS
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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Park Street** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Government Center	4,398	44.1%	0.6%	6.7%	82.2%	4.1%	1.5%	1.5%	3.5%
Boston: Financial-Retail	2,939	29.4%	0.6%	2.1%	72.3%	4.5%	12.7%	4.0%	3.8%
Boston: Park Square	839	8.4%	2.3%	7.5%	76.9%	3.8%	4.2%	2.0%	3.3%
Boston: Unspecified downtown	594	6.0%	4.6%	2.2%	56.0%	7.8%	9.5%	5.3%	14.5%
Boston: Beacon Hill	536	5.4%	5.5%	10.8%	74.9%	2.7%		4.7%	1.5%
Boston: Back Bay	342	3.4%	9.7%	14.6%	53.8%	8.8%	9.2%	3.9%	
Boston: North End	74	0.7%	26.8%	13.8%	39.4%	8.0%			12.0%
Boston: Waterfront	65	0.6%		16.5%	83.5%				
Boston: Prudential	62	0.6%			75.1%				24.9%
Newton	25	0.3%	25.9%	26.4%	47.7%				
Boston: South End	25	0.2%			20.1%		60.5%		19.4%
Boston: South Boston	21	0.2%			55.7%			44.3%	
Weston	16	0.2%		100.0%					
Boston: Roxbury	12	0.1%	39.2%			60.8%			
Boston: Charlestown	11	0.1%			100.0%				
Maine	9	0.1%	100.0%						
Boston: Logan Airport	7	0.1%							100.0%
Brookline Village	5					100.0%			
Boston: BU-Fenway-Longwood	3			100.0%					
TOTAL	9,981	100.0%	1.9%	5.9%	74.9%	4.6%	5.8%	2.8%	4.2%

Unknown 6

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Downtown Crossing** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Financial-Retail	8,904	75.6%	0.2%	1.0%	77.4%	2.7%	14.6%	1.6%	2.6%
Boston: Unspecified downtown	957	8.1%	3.5%	3.1%	38.4%	5.1%	18.6%	4.8%	26.4%
Boston: Park Square	923	7.8%		12.1%	71.8%	4.2%	5.2%	3.7%	2.9%
Boston: Government Center	462	3.9%	1.4%	0.8%	95.0%	2.0%			0.8%
Boston: Waterfront	169	1.4%		2.3%	85.9%			7.0%	4.8%
Boston: North End	69	0.6%			76.3%	10.9%		12.8%	
Boston: Charlestown	67	0.6%	13.1%	24.8%	49.3%			12.8%	
Newton	51	0.4%		13.2%	86.8%				
Boston: South End	42	0.4%	9.0%	51.0%	39.9%				
Boston: Beacon Hill	38	0.3%		24.6%	65.6%				9.8%
Boston: Prudential	31	0.3%			100.0%				
Wellesley	13	0.1%			100.0%				
Boston: East Boston	12	0.1%			100.0%				
Boston: South Boston	12	0.1%			100.0%				
Boston: Allston/Brighton	9	0.1%		67.3%	32.7%				
Walpole	6	0.1%			100.0%				
Boston: Back Bay	6				100.0%				
Watertown	5				100.0%				
TOTAL	11,775	100.0%	0.6%	2.5%	74.4%	2.9%	13.0%	2.1%	4.4%

Unknown 19

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **South Station** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Waterfront	6,895	43.1%	0.8%	0.4%	87.3%	4.0%	0.8%	1.8%	4.8%
Boston: Financial-Retail	5,315	33.2%		0.2%	95.1%	1.6%	1.1%	1.1%	0.8%
Boston: South Boston	1,697	10.6%	1.3%	0.7%	90.9%	0.4%	0.7%	0.8%	5.2%
Boston: Unspecified downtown	1,011	6.3%		3.6%	81.7%	1.5%	2.9%	0.3%	10.0%
Boston: Park Square	139	0.9%			92.3%	5.5%		2.1%	
Natick	62	0.4%	31.1%		37.3%			13.9%	17.7%
Newton	60	0.4%	63.8%	13.7%	22.5%				
Norwood	50	0.3%	61.3%		29.6%	9.1%			
Boston: Hyde Park	49	0.3%	69.1%		13.5%	13.3%		4.1%	
Rhode Island	44	0.3%	62.1%	11.4%	26.5%				
Sharon	43	0.3%	70.4%			29.6%			
Boston: North End	43	0.3%		6.2%	93.8%				
New Hampshire	40	0.2%	84.2%					15.8%	
Stoughton	37	0.2%	82.8%		17.2%				
Needham	29	0.2%	78.3%		21.7%				
Boston: South Dorchester	25	0.2%	100.0%						
Canton	24	0.2%	72.7%		27.3%				
Norfolk	23	0.1%	100.0%						
Wellesley	23	0.1%	22.5%		35.9%				41.6%
Mansfield	21	0.1%	78.5%		21.5%				
Boston: Government Center	21	0.1%			100.0%				
Foxborough	20	0.1%	28.9%		71.1%				
Attleboro	19	0.1%	39.1%		60.9%				
Plymouth	19	0.1%	100.0%						
Boston: South End	19	0.1%	67.5%			32.5%			
Other	282	1.8%	45.8%	5.6%	34.6%	5.8%		4.9%	3.3%
TOTAL	16,008	100.0%	3.8%	0.7%	86.6%	2.7%	1.0%	1.5%	3.7%
Unknown	93								

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Broadway** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: South Boston	1,055	67.4%	19.5%	4.0%	65.6%	5.8%		3.6%	1.4%
Boston: South End	388	24.8%	7.0%	7.7%	77.5%	5.0%		2.8%	
Boston: Park Square	43	2.7%		14.3%	85.7%				
Boston: Waterfront	29	1.9%			100.0%				
Boston: Back Bay	14	0.9%			100.0%				
Boston: BU-Fenway-Longwood	12	0.8%			100.0%				
Boston: Government Center	11	0.7%			100.0%				
Worcester	7	0.4%			100.0%				
Boston: Prudential	7	0.4%						100.0%	
TOTAL	1,565	100.0%	14.9%	5.0%	70.4%	5.2%		3.6%	0.9%

Unknown 3

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Andrew** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: South Boston	425	58.8%	52.3%		36.6%	1.8%		6.1%	3.3%
Boston: North Dorchester	190	26.4%	20.6%		30.7%	8.8%	12.1%	15.3%	12.4%
Boston: Roxbury	60	8.3%			100.0%				
Boston: South End	47	6.5%			76.7%	23.3%			
TOTAL	722	100.0%	36.2%		42.9%	4.9%	3.2%	7.6%	5.2%

Unknown 0

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **JFK/UMass** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: North Dorchester	3,523	95.5%	6.5%	56.5%	30.1%	2.0%	0.2%	2.1%	2.7%
Boston: South Boston	74	2.0%	9.6%	19.8%	70.6%				
Quincy	31	0.8%	50.1%		49.9%				
Taunton	26	0.7%	100.0%						
Boston: South Dorchester	14	0.4%	65.2%						34.8%
Boston: BU-Fenway-Longwood	12	0.3%			100.0%				
Boston: South End	5	0.1%			100.0%				
Boston: Roxbury	4	0.1%			100.0%				
TOTAL	3,689	100.0%	7.8%	54.3%	31.1%	1.9%	0.2%	2.0%	2.7%

Unknown 0

CTPS
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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Savin Hill** **Red Line**
Expanded Results

LOCATIONS

City/Town/Neighborhood	Total Riders	Pct. of Riders
Boston: North Dorchester	268	100.0%
TOTAL	268	100.0%

ACTIVITIES

Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
77.5%		17.7%	2.2%		2.6%	
77.5%		17.7%	2.2%		2.6%	

Unknown 0

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Fields Corner** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: North Dorchester	389	45.1%	52.0%	4.7%	15.3%	11.2%	14.5%		2.3%
Boston: South Dorchester	375	43.4%	44.8%	4.0%	40.7%	2.6%	4.7%	3.3%	
Boston: Unspecified southeast	77	8.9%	49.0%		7.4%		24.4%	19.3%	
Boston: Roxbury	16	1.9%			100.0%				
Rockland	6	0.7%		100.0%					
TOTAL	863	100.0%	47.3%	4.5%	27.1%	6.2%	10.7%	3.1%	1.0%

Unknown 0

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Shawmut** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: South Dorchester	157	89.6%	59.1%	3.7%	10.4%	13.3%		9.3%	4.1%
Boston: Roxbury	18	10.4%				100.0%			
TOTAL	175	100.0%	53.0%	3.3%	9.3%	22.3%		8.3%	3.7%

Unknown 0

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Ashmont** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: South Dorchester	694	67.0%	70.6%	0.5%	19.7%	7.3%		1.8%	
Boston: Mattapan	108	10.4%	91.0%						9.0%
Brockton	78	7.6%	82.2%		12.1%				5.7%
Randolph	47	4.6%	40.1%		51.8%	8.1%			
Boston: Roxbury	41	3.9%	73.8%						26.2%
Milton	30	2.9%	42.9%	25.1%	32.0%				
Boston: North Dorchester	16	1.5%	100.0%						
Boston: Jamaica Plain	8	0.8%					100.0%		
Stoughton	7	0.7%	100.0%						
Canton	6	0.6%			100.0%				
TOTAL	1,035	100.0%	71.2%	1.1%	18.0%	5.3%	0.8%	1.2%	2.4%

Unknown 5

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Ashmont** **Mattapan Trolley**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: South Dorchester	82	73.9%	8.1%		43.5%	16.1%	8.1%		24.2%
Quincy	12	10.3%				100.0%			
Boston: Roxbury	6	5.2%			100.0%				
Boston: North Dorchester	6	5.2%			100.0%				
Brockton	6	5.2%		100.0%					
TOTAL	112	100.0%	6.0%	5.2%	42.6%	22.3%	6.0%		17.9%

Unknown 0

CTPS
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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Cedar Grove** **Mattapan Trolley**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: South Dorchester	20	100.0%	100.0%						
TOTAL	20	100.0%	100.0%						

Unknown 0

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Butler** **Mattapan Trolley**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: South Dorchester	30	100.0%	100.0%						
TOTAL	30	100.0%	100.0%						

Unknown 0

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Milton** **Mattapan Trolley**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Milton	45	66.4%	87.1%		12.9%				
Boston: South Dorchester	16	23.7%	100.0%						
Brockton	7	9.9%			100.0%				
TOTAL	67	100.0%	81.6%		18.4%				

Unknown 0

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Central Avenue** **Mattapan Trolley**
Expanded Results

LOCATIONS

City/Town/Neighborhood	Total Riders	Pct. of Riders
Boston: Mattapan	174	75.0%
Milton	58	25.0%
TOTAL	231	100.0%

ACTIVITIES

Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
33.1%		24.5%		39.0%		3.4%
14.9%	20.1%	10.1%		19.9%	15.7%	19.2%
28.6%	5.0%	20.9%		34.2%	3.9%	7.3%

Unknown 0

CTPS
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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Valley Road** **Mattapan Trolley**
Expanded Results

LOCATIONS

City/Town/Neighborhood	Total Riders	Pct. of Riders
Milton	13	100.0%
TOTAL	13	100.0%

ACTIVITIES

Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
100.0%						
100.0%						

Unknown 0

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Capen Street** **Mattapan Trolley**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Milton	9	100.0%	100.0%						
TOTAL	9	100.0%	100.0%						

Unknown 0

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Mattapan** **Mattapan Trolley**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Mattapan	286	61.6%	40.4%		26.6%	7.7%	14.3%	3.3%	7.8%
Milton	61	13.2%	22.7%	9.5%	42.4%			25.4%	
Boston: Hyde Park	59	12.6%	88.7%	11.3%					
Boston: Roslindale	24	5.2%		24.3%	27.7%	48.0%			
Boston: Roxbury	13	2.7%	100.0%						
Hingham	12	2.5%						100.0%	
Boston: South Dorchester	7	1.6%	100.0%						
Canton	3	0.6%		100.0%					
TOTAL	465	100.0%	43.4%	4.6%	23.4%	7.2%	8.8%	7.9%	4.8%

Unknown 0

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **North Quincy** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Quincy	1,777	94.7%	22.6%	1.1%	70.4%	3.0%	0.7%		2.1%
Boston: South Dorchester	26	1.4%	34.1%		65.9%				
Milton	25	1.3%	57.8%		42.2%				
Holbrook	16	0.8%	100.0%						
Rockland	14	0.8%	100.0%						
Sandwich	10	0.5%			100.0%				
Weymouth	9	0.5%				100.0%			
TOTAL	1,876	100.0%	24.2%	1.1%	68.7%	3.4%	0.7%		2.0%

Unknown 0

CTPS
8/28/97

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Wollaston** **Red Line**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Quincy	563	77.1%	78.7%	5.6%	12.1%	1.3%	2.2%		
Weymouth	55	7.5%	100.0%						
Randolph	20	2.8%	100.0%						
Scituate	18	2.4%	100.0%						
Milton	16	2.2%						100.0%	
Foxborough	15	2.0%			100.0%				
Braintree	10	1.4%	100.0%						
Hanover	9	1.2%	100.0%						
Pembroke	9	1.2%	100.0%						
Westport	9	1.2%	100.0%						
Hingham	7	1.0%	100.0%						
TOTAL	731	100.0%	79.4%	4.3%	11.4%	1.0%	1.7%	2.2%	

Unknown 0

CTPS
8/28/97

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Quincy Center** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Quincy	1,369	78.6%	43.5%	10.6%	29.5%	6.9%	1.6%	4.4%	3.6%
Weymouth	121	7.0%	76.9%	7.9%	15.2%				
Hingham	96	5.5%	97.0%			3.0%			
Braintree	83	4.8%	45.8%		11.4%	6.6%		36.1%	
Plymouth	29	1.7%							100.0%
Randolph	15	0.9%	42.6%		57.4%				
Boston: North Dorchester	10	0.6%		100.0%					
Scituate	9	0.5%	100.0%						
Rhode Island	9	0.5%	100.0%						
TOTAL	1,741	100.0%	48.5%	9.4%	25.3%	5.9%	1.2%	5.2%	4.5%

Unknown 0

CTPS
8/28/97

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Quincy Adams** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Quincy	324	48.5%	24.6%		64.0%	1.8%		1.4%	8.2%
Braintree	136	20.4%	16.1%		77.0%	6.9%			
Weymouth	36	5.4%	100.0%						
Marshfield	29	4.3%	100.0%						
Fall River	29	4.4%	100.0%						
Randolph	22	3.3%	100.0%						
Scituate	18	2.6%	100.0%						
Connecticut	11	1.7%	100.0%						
Plymouth	10	1.6%							100.0%
Stoughton	10	1.5%							100.0%
West Bridgewater	9	1.3%	100.0%						
Brockton	9	1.3%	100.0%						
Falmouth	8	1.1%	100.0%						
Rochester	7	1.0%	100.0%						
Holbrook	5	0.8%	100.0%						
Sharon	5	0.8%	100.0%						
TOTAL	668	100.0%	43.3%		46.7%	2.3%		0.7%	7.0%

Unknown 5

CTPS
8/28/97

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Braintree** **Red Line**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Braintree	457	52.3%	46.7%	1.9%	23.4%	8.3%	4.9%	2.3%	12.5%
Weymouth	117	13.3%	97.5%		2.5%				
Brockton	35	4.0%	72.8%			8.5%		18.7%	
East Bridgewater	34	3.9%	100.0%						
Hingham	29	3.3%	100.0%						
Randolph	26	2.9%	82.3%					17.7%	
Hanover	24	2.8%	100.0%						
Marshfield	24	2.8%	100.0%						
Abington	23	2.6%	51.5%			48.5%			
Rockland	23	2.7%	100.0%						
Holbrook	19	2.2%	100.0%						
Whitman	12	1.4%							100.0%
Hull	11	1.3%	100.0%						
Norwell	10	1.2%	100.0%						
Quincy	9	1.0%			63.8%				36.2%
Sharon	9	1.0%	100.0%						
Plymouth	7	0.8%	100.0%						
Kingston	5	0.6%	100.0%						
TOTAL	874	100.0%	66.5%	1.0%	13.3%	6.0%	2.5%	2.5%	8.3%

Unknown 0

CTPS
8/28/97

13. Summary of Comments and Suggestions

In addition to collecting data about the travel patterns and demographic characteristics of rapid transit riders, another purpose of the passenger survey was to elicit opinions about service quality. The direct questions on this subject, the results of which are presented in chapter 9, partly fulfilled this purpose. The survey form also provided a box for written comments and suggestions. The size of the box limited comments to a maximum of about 100 words, but a few passengers submitted extended comments on additional pages.

The comments were tallied manually. Separate tallies were made for every station. The final results were computerized in a series of spreadsheets, allowing summaries to be made in many ways. In all, there were 15,334 comments on Red Line survey forms. Not all surveys contained comments, but the number of comments tallied for each line generally exceeded the number of surveys, because some people made two or more separate comments. There were also an additional 255 comments about the Red Line included on survey forms for the other three lines. A summary spreadsheet of the 15,589 comments is included in this chapter, following the discussion below of the most frequent comments.

It should be noted that, as with all of the survey responses, the comments are those of people that had chosen to use the service in 1994. They do not include opinions of potential riders that chose not to use the system for various reasons. The comments are largely negative, although often constructive. This was to be expected, as people with complaints are generally more vocal than those satisfied with the status quo. It is likely that negative perceptions held by people that use rapid transit service are held to an even stronger extent by those that could use it but do not. Hence, correcting problems cited, where feasible, is important for attracting new riders as well as retaining present ones.

The method used for tallying comments did not permit the application of expansion factors. The overall survey response rate was 16.6%. Assuming that the comments are representative, the expansion factor for them would be 6.0.

For purposes of analysis, the tallied comments were divided into 11 categories. They are presented below generally in descending order of the number of comments from Red Line passengers. In addition to these categories, 833 people made general positive comments about MBTA service and the Red Line, such as "Excellent work" or "Good job!" and 806 people made general negative comments, such as "Poor service."

Service and Schedules

The largest number of comments and suggestions received (4,351 out of 15,589) pertained to service and schedules. This number was equal to 28% of all Red Line responses. The actual percentage of respondents that made such comments was somewhat lower, since some surveys contained several different ones.

Most of the comments under this heading fall into six categories discussed below. Beyond these categories, there are a number of other comments, most of which had fewer than thirty incidences.

Delays/unreliable and slow service

The most common types of comment were complaints about delays and unreliable and slow service, with over 1,400 instances. Passenger surveys were distributed on the Red Line in the Spring of 1994, following a particularly severe winter. With recent experiences fresh in their minds, many passengers complained about the number of delays during the winter. In addition, the Red Line was prone to breakdowns because the 1963-vintage type 5 cars were still in use, although new cars were just beginning to replace them.

Service Frequency

The next most common comment was a request for more service, with over 1,000 instances. 325 people asked for more service in general, and smaller numbers asked for more service at a specific time of day, in the following order: PM peak (260), AM peak (230), late night (118), weekend (56), evening (33), midday (26) and early morning (15).

Crowding

Crowding was the source of over 600 complaints, although the many requests for additional service, particularly peak period service, are related to the crowding issue. It should be noted that during the time the survey was conducted, some 4-car trains were being run during peak periods (Ashmont branch only) due to a lack of usable type 5 cars.

Unbalanced service

Many riders on the Ashmont branch felt that service was distributed unfairly, with the Braintree branch receiving better service. Ashmont riders complained that more trains ran to Braintree than to Ashmont, that Braintree trains were all 6 cars long while Ashmont trains were ofter 4 cars long, and that new equipment was used on the Braintree branch while old, unreliable equipment was used for Ashmont service.

Express trains

More than 250 comments were made about the practice of expressing trains. Most people asked for more express service, while others disliked being bypassed by a train running express.

Hours of operation
Over 200 people requested longer hours of operation, especially later at night and especially on weekends. More than 50 people requested 24-hour operation.

Other Frequent Comments
The following are the other specific comments that were mentioned by more than twenty people:

- 73 people asked that more bus and train schedules be coordinated
- 36 people felt that service has improved
- 27 people encourage the MBTA to privatize
- 25 people felt that the MBTA should not privatize
- 25 people asked that commuter rail and rapid transit schedules be coordinated.

Station Facilities

Comments about station facilities were the next most common, accounting for 14.8% of all Red Line comments. Most of these comments fall into four categories: comments about station condition, complaints about uncleanliness, requests for station amenities, and comments about stairs, elevators and escalators. In addition, there were a number of comments about a particular aspect of a specific station.

Station condition and customer experience
Nearly 900 comments were received about the condition of stations or some aspect of the rider's experience in a station, such as lighting or sound. By far the most frequent comment, with 575 instances, was a request to enforce the no-smoking regulations in the stations.

Complaints about uncleanliness
Over 700 comments were made asking the stations to be cleaned, whether in general or for specific reasons.

Stairs/escalators/elevators
Just under 300 people commented on the condition of escalators or elevators or asked that stations be made handicapped accessible. Several stations were cited for inoperative escalators.

Requests for station amenities
Many people (240) made requests for new or enhanced amenities at stations, including public restrooms, clocks that count down to the next departure, more seats, recycling facilities, public telephones and so on.

Station-specific comments
Small numbers of comments were made about a variety of other aspects of station facilities. Most common among these were comments about ongoing or needed renovations.

Information/Announcements

Most passengers who commented on this aspect of service felt that they were not adequately informed. To a large extent, they blamed this situation on inferior public address equipment and inferior diction on the part of announcers, claiming that announcements on platforms and on trains were unintelligible. However, they also feel that delays are not adequately explained and that more information about the duration of delays should be given to passengers waiting in and entering stations. Many passengers requested better information about schedules and express trains and more system and local maps at stations. There were mixed opinions about automated announcements, but sentiment was strongly against the Commuter Channel televisions. Approximately 13% of all comments were concerned with information and announcements.

Train Equipment

Comments about Red Line vehicles accounted for just under 11% of all comments. The most common request was for the old type 5 cars to be taken out of service and replaced by new vehicles. This was accomplished by the end of 1994. Many people (250), particularly those who travel through Harvard Square, also complained about the screeching noise of the train wheels. Other frequent comments about train equipment were as follows:

- Problems with temperature control (183)
- Complaints about dirty cars (152)
- Positive comments about new trains (140)
- Complaints about lack of seats (136)

Security/Safety

As was mentioned in chapter 9, personal security was considered important for many Red Line passengers. Thus, there were 1,250 comments on this aspect of service (8.5% of all comments). Most of the comments under this heading asked for more security, including more police presence, and more thorough control of vagrants and loiterers.

Fares and Fare Collection

Comments under this heading accounted for just over 5% of all responses. By far the most frequent comment (223 instances) was a request to fix and better maintain the pass-reading turnstiles in Red Line stations. The price of tokens

and passes was of concern to many people and most of those who commented on it felt that they were too expensive. There were also a number of requests for additional discounts and passes, and requests that passes be more widely available.

Personnel

This heading, accounting for 4.5% of all comments, includes comments on the performance of drivers and inspectors and also suggestions on which aspects of service MBTA personnel should focus their attention. More than 200 respondents complained about a lack of courtesy on the part of drivers, token collectors and other MBTA personnel. There were also over 50 passengers commending specific individuals or asserting that most T personnel perform their jobs well.

Parking Facilities

Comments on parking accounted for just over 3% of all comments. Most of the comments came from passengers boarding at Alewife or South Shore Branch stations, and most of them felt that the parking supply was insufficient. Passengers at Alewife felt that parking was too expensive. There was also a call for better bicycle facilities.

Telephone Information and Complaints

Just under 200 people commented on MBTA telephone systems for information and complaints. All but 16 of these comments were negative. Most people who had called with complaints felt that the MBTA had not responded in a satisfactory manner. Other people found it difficult to get through or felt that there was too long a wait to get the desired information.

Route Extensions/Restorations/Other Services

Nearly 200 riders made requests for extensions and new services throughout the MBTA system. Roughly 50 people expressed support for the Old Colony commuter rail restoration, while 11 supported the connection of the Red Line to the Blue Line. A few people mentioned other projects such as the North-South Rail Link, the Arborway restoration, the Blue Line extension to the North Shore, and various Red Line extensions..

Other

This heading contains a number of comments on a wide range of subjects, not necessarily pertaining to the Red Line. The most common ones advise the MBTA to emulate other transit systems such as ones in Europe, Canada or the Washington D.C. Metro. More than 100 people commented on the survey itself.

Most people commended the MBTA on conducting the survey, although some people felt it was an invasion of their privacy. Naturally, this sentiment and negative feelings about the survey would have been more prevalent among people who did not fill out the survey at all.

Comments on the other subway lines made by Red Line passengers are not included here but are included in the other volumes of the Systemwide Survey report. In addition, there were many comments on commuter rail and bus routes which connect to the Green Line. These were forwarded to the MBTA directly and are not included in this report.

Summary of Comments and Suggestions

	Total	Alewife	Davis	Porter	Harvard	Central	Kendall	Charles/MGH	South Station	Broadway	Andrew	JFK/UMass	Savin Hill	Fields Corner	Shawmut	Ashmont	Mattapan Line	North Quincy	Wollaston	Quincy Center	Quincy Adams	Braintree	Other Lines
General Praise or Complaints for Rapid Transit																							
Praise (good job, excellent work, etc.)	833	22	8	16	55	53	16	55	4	47	73	27	65	88	27	16	50	60	34	45	25	31	16
Complaints (poor service, needs improvement, etc.)	806	1	14	33	26	14	85	76	61	60	13	47	19	33	55	74	14	50	56	34	53	28	11
Service and Schedules																							
Delays/unreliable and slow service																							
Complaints about delays	508	52	67	40	20	25	5	10	28	3	15	10	8	8	5	25	3	11	10	45	58	38	22
Winter delays made T unreliable/inconvenient	334	44	51	32	24	17	13	1	11	3	2	1		1		8	3	16	11	18	39	36	1
T is unreliable in general	124	15	8	23	4		2	2	6	5		9	5	3	1	8	5	6	3	7	2	8	
Overall travel time too long	106	11	15	5	1	9		1		1	6		2	4		9	2	1			3	5	1
Disabled trains hold up service too long	69	10	33	6	4					3						1	2	1			3	4	2
Dependability going downhill	66	2	27	2	2	7			1	1	5		6	1	2	3	5					2	
Fix signal problems	50	2	2	2	3	3	2		3	2	1					4		4		4	4	13	1
Service is too slow	47	5	11				1								1			1				17	11
Trains should maintain constant speed to next station	42	7	14	6				6	2	1						2	1			1	1		1
Red Line is always breaking down	29	2	4			1		1														5	20
2 trains in station, 3rd arrives-poor coordination	19																					19	
Space train service evenly	16		10	1	4			1															
Fix switch problems	7	3																	4				
More reliable service at South Station	7								7														
Fix problems with ice on tracks	5						1			3										1			
Keep to the schedule	5	3				1						1											
Speed up trolley from Mattapan	5															5							
Braintree line is unreliable	3		1																				3
Offer compensation for delays	2	1																			1		
One day free service is no compensation for delays in service	2	2																					
Trains should leave Ashmont on time	2														2								
Avoid stopping on bridges	1																					1	
JFK/UMass too many delays due to construction	1	1																					
Red line has too many starts and stops between stations	1							1															
Reimburse passengers for anything they miss due to delays	1																			1			
Stop using disabled trains	1																						
Service frequency																							
More frequent service overall	325	31	37	25	7	15	15	14	18	7	4	3	4	2	11	9	4	5	4	22	40	28	10
Need more PM peak service	260	24	23	16	11	19		1	2	7	2	3	2	2	6	14	8		7	23	9	16	
Need more AM peak service	230	15	22	20	5	20		2	4	3	3	8	2	5	7	7	4		6	23	13	14	
Need more late-night service	118		21	9	5	5		9	47	3	3	1	1			1	4			2		5	
More weekend service	56			3	4			1	3			2	2			1	4	2	2	3		2	
More evening service	33	6			4			1		3	2	1					1		1	2	4		1
Need more midday service	26			3	1				2		2	2								3	1		
Need more early morning service	15			2				1	2	4		2				1							
Alewife needs more frequent service in general	8																						4
Braintree needs more frequent service	8				1																		4
More frequent service on holidays	5																						3
Add more service during special events	3			1																			
Mattapan trolley needs two cars/more service	2															1							
Please don't decrease service	1																						
Crowding																							
Run 6 car trains during peak hours	355	35	39	24	30	33		1	11			3	15	1	1	48	10	49	33		35	16	
Trains are overcrowded in general	187	26	21	7	13				1			4				3	8			21	12	15	3
Don't use four car trains	50			1								1							2	44			
More 6 car trains during PM rush hour	19																1					18	
Harvard Square send more empty trains	4																						
Ashmont line is overcrowded	3																						
Braintree should have 7 car trains	1																						
Don't let more people on full train	1																				1		
Unbalanced service																							
Run same amount of trains to Braintree and Ashmont	201								5			3	30	25	17	116							
4 car trains to Ashmont, 6 cars to Braintree unfair	87											1		10	14	24	29				3		1
Braintree gets new trains -Ashmont does not	36											1	1	5	9	15	3						2
Ashmont service is not as good as Braintree's	32														15								7
Ashmont trains should run more frequently	22															3	5						1
Better service to low income & minority communities	14																						
Stop making Ashmont trains wait for Braintree	11														1	7							
Stagger Braintree & Ashmont trains	10											1	5										
Why is Braintree service more punctual?	1																						

Summary of Comments and Suggestions

	Total	Alewife	Davis	Porter	Harvard	Central	Kendall	Charles/MGH	South Station	Broadway	Andrew	JFK/UMass	Savin Hill	Fields Corner	Shawmut	Ashmont	Mattapan Line	North Quincy	Wollaston	Quincy Center	Quincy Adams	Braintree	Other Lines
Service and Schedules continued																							
Express service																							
Need more express service from station specified	95	11	21	9	2		1	1		2							3	4	3	8	19	11	
Need more express service to station specified	74	19	21	4	2					2						3	2		1	4	1	15	
Less rerouted trains	52	11	8	8				1	2	1								4		6	8	3	
Too many trains run express past specified station	31	2	3	3	7	1	3	1	3	2									1	5			
After delay - no express service	3					1																2	
Crossing	3	1											1										1
Downtown Crossing run express trains to Alewife	2																						2
Don't express inbound trains past Quincy Adams in evenings	1							1															
Every 3rd train as an express to downtown	1															1							
Would like a super train that stops at every three stations	1																	1					
Hours of operation																							
Extend late-night service until specified time	168	13	75	22	15		3			1	3	7	1		1	4	1	5	6	6	4	1	
Need 24 hour service	54		19	16	6		1			5				1			2		1		2		1
Operate all night with limited service on weekends	2																2						
Run later Thursday, Friday and Saturday	2							1														1	
On New Yr's Eve run 24 hr service	1			1																			
Weekends - pre 6AM service	1							1															
General/other comments																							
Bus schedules and train schedules should be coordinated	73	34	15	1	2		2	2	4							4	3			6	1	6	
Service has improved	36		21		12															3			
Privatize	27	5	3	2	2	2	1		1	1		1				3			1	1	1	3	
Don't privatize	25	3		6	4	2	2	2	1			1		1	1			1				1	
Commuter rail & T trains schedules should be coordinated	25	3		8	1			1	11	1													
Please have trains wait in stations not in tunnel	17					3				2				1	3	8							
Train schedules should be coordinated at line transfer pts.	12	1		1	1		6					1				2							
Reliability has improved	10	5					5																5
Post schedules in all stations	6							1	4											1			
Too many Orange Line trains by-pass North Station	5		1	1	1																		
Ashmont overall complaints	4														1								3
Better coordination with Trolley	4								1							1	2						
Keep doors open while the train is delayed at station	4			2																	2		
Too many Green Line trains short-turn before North Sta.	4			1	2					1													
Fix third rail heaters	3																				1	2	
Weekend shuttle buses are an inconvenience	3																			3			
Install third track to get around disabled trains	2									1													1
Service this winter was great	2																			2			
Bring quality of Orange line to the Red line	2																1		1				
The T is quick	2	2																					
Airport shuttle should run more frequently	1											1											
AM service is excellent	1			1																			
At rush hour people cannot get off crowded trolley in time to catch the train - doors need to stay open	1																1						
Do work on tracks at night-not during the day	1																		1				
During rush hour there are always 2 trains waiting at Ashmont-shouldn't it just be one?	1																1						
Keep rails heated	1																		1				
Poor inner city service	1																						
Poor service when it rains	1																						
Poor ventilation	1																						1
Provide emergency bus service during winter months	1	1																					1
Quincy Adams too many trains sidetrack	1																						1
Service has improved since 1980	1																1						
Should eliminate or consolidate some stations	1											1											
Shuttle buses are overcrowded	1									1													
Shuttle from Alewife to Fresh Pond Mall	1											1											
Stop JFK to N. Quincy construction on weekends	1																						1
Stop shuttle bus service to Braintree on wk'ends	1																		1				
Upgrade tracks	1							1															
Station Facilities																							
Station condition and customer experience																							
Enforce no-smoking regulations in stations	575	48	95	66	83	26	19	16	34	16	8	20	9	2	10	30	4	24	10	26	17	10	2
Roof/skylights leak	59	6	10	4	1	6		1			24		1	6	2	1					1		
Complaints about heat/cold/ventilation	53	4	10	6	4		6	1		1	2	4					2		10	1	1	4	
I like musicians	30	4	10	7	5					1	2			1									

Summary of Comments and Suggestions

Station Facilities continued	Total	Alewife	Davis	Porter	Harvard	Central	Kendall	Charles/MGH	South Station	Broadway	Andrew	JFK/UMass	Savin Hill	Fields Corner	Shawmut	Ashmont	Mattapan Line	North Quincy	Wollaston	Quincy Center	Quincy Adams	Braintree	Other Lines
Brighten station	26		6					2			5	1							3		1	8	
Inadequate snow removal platforms/walkways	25			3	1			3				2				1	1	2	3			9	
I like the artwork	24	2	6	4	1	2	1	1		4	1					1					1		
Fix broken doors	15	15																					
Enforce no spitting	13		3											5		2				3			
Remove musicians	11	1	1			6	1												2				
Ban amplified music from all stations	8	1	2	4	1																		
I like read & ride bookrack	8	2	1	5																			
Doors are too heavy	5		3	2																			
Harvard Square screeching noise from tracks	5	5																					
Unsafe boarding conditions	5			2	2								1										
Modernize stations	4							4															
Station needs alot of repairs	4	3												1									
Allow smoking in open air stations/in general	2					1							1										
Impressed with construction at Red Line Stations	2		1								1												
Maintain equipment better	2																		2				
Play soft music at station stops	2											1									1		
Stations are too crowded	2																		2				
Turn down the lights in station	2	1	1																				
All stations should use flourescent lighting	1																			1			
Ban Christmas music from being played in stations	1		1																				
Cambridge stations are in better shape than Boston stations	1									1													
Fewer vendors	1													1									
Fine people who litter in stations	1		1																				
Forbid distribution of religious pamphlets	1			1																			
Get rid of brick floors - uncomfortable	1					1																	
Get rid of noisy art work	1						1																
Hate buzzing sound from lights	1																				1		
Make all platforms a little longer	1						1																
More vendors	1																					1	
Musicians should play more Dylan music	1																			1			
Platforms are unsafe when overcrowded	1			1																			
Replace scratched windows with stronger glass	1				1																		
Save electricity by turning off lights during day	1				1																		
Should have vendors sell something beside junk food	1	1																					
Vendors should not sell cigarettes in station	1		1				1																
Station uncleanliness																							
Clean stations more often in general	232	24	104	14	19	18	18	9		18	10	4	1	5	3	8	2	5	3	12	12	17	1
Clean station because of urine smell	147	3	82	15	23	5	13		14	3		8	1	1	2	5	2	3	7	8	1	8	
Clean out pigeons and droppings	127	30	62						1			3		4		10		1		3	63	11	
Clean station because of dirt, garbage, etc.	61	2	18	3	10	2	16		5	2	7	2		2	2	1	1		5			4	
Clean elevators/escalators because of urine smell	44	2	15	12		2			1	4	5	3		4								4	
Clean station of graffiti	38	2	10		7					2		1		2		4	2	3	2			3	
Clean/fix bathrooms	19	10	6																		5	4	
Enforce no eating/drinking in station	12	2	4	1	1	2	2	1		2		1	1			1	1						
Get rid of rodents	9	1	2			2	2		3			1		1				1					
Harvard Square clean station more often	9	3	4				2						2	1									
Clean Broadway	3		1							1	1			1							2		
Clean Andrew	2	1	1							1	1			1							1		
South Station clean bathrooms	2		1																				1
Clean Wollaston	1		1																	1			
Harvard enforce no urinating on the platform	1	1																					1
Harvard Square clean elevators	1		1																				1
Inadequate dead bird removal from walkway	1	1										1											
Provide a program to teach passengers to keep the T clean	1	1																	1				
Put "keep it clean"ads on T	1	1																					
Quincy stations are dirty	1		1																			1	
Shawmut needs to be cleaned	1		1												1								
South station smells of urine	1		1																				
Station cleanliness has improved	1	1																		1			
Stations are dirty in the winter	1		1	1																			
Suburban stations are clean	1	1																					
Vendors should help keep the station clean	1	1																					
Stairs/escalators/elevators																							
Fix escalator/elevator	125	14	45	33	5	10	4		3	5	11					2	3	3	1	1	7	11	
Charles Street provide handicap access/elevator	40	6	3			5				4								2	4	1	1	2	7

Summary of Comments and Suggestions

Station Facilities continued	Total	Alewife	Davis	Porter	Harvard	Central	Kendall	Charles/MGH	South Station	Broadway	Andrew	JFK/UMass	Savin Hill	Fields Corner	Shawmut	Ashmont	Mattapan Line	North Quincy	Wollaston	Quincy Center	Quincy Adams	Braintree	Other Lines
Handicap access in all stations	40	1	6			3	3	14	3		1		1	1	1	3		1	1	1		1	
Operate elevators and escalators at all hours	38	6	13	3					1	3			2			1		2	5	1		1	
Install elevators in all stations	18		1	2	3			2	1	1		1	3				1		1	1		1	
Escalators should run up at arrival, down at departure	4	1	1	1																		1	
Repair stairs	4			1					1												2		
Harvard Square fix elevators/escalators	3	1											1										1
Coordinate escalators with traffic flow	2																			1		1	
Fix escalator at Wollaston-it stops working when it rains	2																		1		1		
Handrail in stairwell needs to be cleaned	2			2																			
Wollaston put more stairs in	2																		2				
Fix escalator so it can be turned on/off by riders	1												1										
Paint yellow strips on stairs	1																				1		
Park St elevator is poorly marked	1										1												
Porter Square maintain elevators	1	1																					
Provide elevator attendant	1				1																		
Quincy Adams escalators should run down	1																					1	
Savin Hill install escalator	1															1							
South Station fix escalators	1	1																					
Wollaston - no elevator for handicap	1																				1		
Requests for station amenities																							
Install public restrooms in stations	60	10	5	8	7	1	2	3	2			3			4			1	4	2	3	5	
Install a clock that counts down till the next train arrival	28	1	14		10			1												2			
Lack of seats on platform	27	4	2	7	5		3		1	1									3		1		
Install clocks/fix clocks	26	3	1	7	2	2		1								6		1	1		1	1	
Install newspaper/magazine recycling facilities	20	2	3	2	1	1	2	1	1			1				2				1	2	1	
Station has inadequate shelter	18	3		1	1					2		1									6	4	
Install public telephones	16	1	1	1	7		1					1				1			1			2	
More doors should be open at stations	6				1					3							2						
Make medical aid available at stations	6	1															1				4		
Provide a suggestion box in all stations	6	1																	4		1		
Create drop-off/pick-up lane for passengers	4										1	1					2						
Install mailboxes	4	1									1										2		
Install tactile strips	4							1			1	1							1				
Would like more vendors in stations	4	1	3																			2	
More trash cans	2							1								1							
Would like AM coffee vendor at Braintree	2																					2	
Need sidewalks in front of station	2												2										
Need better accessibility for bikes	1																					1	
Need better lighting in all stations	1																						1
Provide lost/found in all stations	1			1																			
Provide more historical facts on wall	1				1																		
Would like a convenience store in station	1	1																					
Station-specific comments																							
Andrew -Why is it taking so long to repair?	16										13	3											
Shawmut renovate	12							1							11								
Ashmont station improve	10					1										3	4						2
Open Independence Ave. gate	10																			6	2	2	
Harvard Square get rid of the panhandlers	7	2	5										1	1									
Charles Street remodel station	6	1	1			2		1														1	
Alewife provide better access to/from highway	5	1							1														3
Savin Hill renovate	4												1	1		1						1	
Alewife provide better pedestrian access	3	3																					
Alewife station is clean	3	2																					1
Burger King smells awful	3	3																					
Davis Square needs more lighting	3	3																					
Wollaston improve drainage system	3																		3				
Wollaston Station build enclosure	3																		3				
Braintree complaints about elevator:dirty,doesn't work	2																				2		
Fields Corner fix leaking roof	2							1															
Fix pavement outside station	2			2																			
Harvard Square fix ceiling in busway	2	1											1										
JFK/UMASS great job renovating	2													1									1
Pedestrian bridge drains get clogged	2											2											
Remove sign that says year of the Red Line	2	1																				1	
Repaint crosswalks	2	1																				1	
Tiles/floors are filmy and slippery	2	1										1											

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Station Facilities continued																							
Wollaston renovate station	2																		1	1			
Access to Braintree on French St	1																			1			
Access to Braintree on Ivory St	1																					1	
Add landscaping to station	1		1																				
Alewife needs handicap and stroller access	1																						1
Alewife repair crosswalk	1																						1
Alewife thanks for staffing Russell Field exit	1	1																					
Alewife-make alternate exit standard	1	1																					
Alewife-repair garage doors	1																						1
Andrew great job renovating	1													1									
Andrew railing supports are very sharp	1	1																					
Ashmont replace plexiglass with wire mesh	1															1							
Ashmont-shovel snow form Radford Lane entrance	1																						1
Broadway great job renovating	1													1									
Broadway install public restrooms	1																						1
Broadway needs more security	1																			1			
Charles Street Station more inbound seats	1																						1
Davis Square noise from trains is too loud	1							1															
Don't mop floors at JFK between 8:30-9:00 am	1											1											
Fields Corner renovate	1													1									
Get rid of Burger King ad facing Fresh Pond Parkway	1	1																					
Harvard Square has air pollution from all the buses	1							1															
Harvard Square needs a second token booth	1																						1
Harvard Square renovate station	1																			1			
Harvard Square rider likes improvements	1																						1
Harvard Square smells due to vendors	1																			1			
Harvard-provide direct access to busway from the platform	1																						
Heaters at top of stairs are in way	1							1															
I like the station design	1																						
JFK- ice on slope	1																				1		
Kendall Square is well maintained	1																						1
Kendall-fix the chimes	1						1																
Leave fourth floor entrance open later	1																						
Mattapan start bell disconnected	1																1						
Mattapan Station please fix	1																						1
North Quincy-large rats	1																	3					1
Open Berkeley Street exit	1					1																	
Open gate for people with heavy bundles	1												1	2									
Open north exit after 7PM	1																	1					
Open pedestrian walkway to public	1																				1		
Paint station	1			1																			
Entrance at Park street should allow bikes	1													1									
Pay phones on wrong side of turnstiles	1																				1		
Porter Square doors are hard to open because of wind	1																						
Porter Square fix escalators	1																						
Porter Square has no telephones at train level	1							1															
Porter Square install more emergency call boxes	1																						
Shawmut replace old benches	1														1								
South Station Amtrak engines belch horrible fumes	1					1																	
South Station fix bike rack	1								1														
South Station great job renovating	1													1									
Spend less money designinng new stations	1																			1			
Stairwell has inadequate ventilation	1			1																			
Tunnels smell	1									1													
Unauthorized parking blocks Braintree pick up area	1																					1	
Unlock doors to the commuter rail	1			1																			
Want to cross to Braintree line at Savin Hill	1												1										
Wollaston fix pay phones	1																		1				
Wollaston need better lighting	1																			1			
Wollaston put more art work	1																		1				
Wollaston station is clean	1																			1			
Information/Announcements																							
Announcements																							
PA announcements are unintelligible	680	106	139	60	64	44	17	17	30	10	18	6		8	2	17	1	3	15	25	46	32	3
Remove recorded voices from announcements	87	4	26	2	22		14	4	1	2		5		1						1	1	3	1
Conductors don't announce stops	59	12	2	3	4	2			6		8			1	2	4	1		2	7	4	5	1

Summary of Comments and Suggestions

Information/Announcements continued	Total	Alewife	Davis	Porter	Harvard	Central	Kendall	Charles/MGH	South Station	Broadway	Andrew	JFK/UMass	Savin Hill	Fields Corner	Shawmut	Ashmont	Mattapan Line	North Quincy	Wollaston	Quincy Center	Quincy Adams	Braintree	Other Lines
PA is too loud	38	5	18	1	1							2						3		2		6	
Remind people to let passengers off first	23	1	2						20														
Announcements are an annoyance	18	2								1		2		1			1			11			
Announce next train	17				1	3		3	8							1				1			
Signal bells are too loud	9		7																	1	1		
Announcements are improving	6	1	5																				
Make announcements with a Boston accent	6		5																				1
Announce the number of cars on approaching trains	4	1			3																		
Announcers should speak proper English	4									1												3	
Recorded voices are great	4																				2	2	1
Remind passengers to step into the car and not block doors	4						1		2	1													
Annoucements of stops better-oral/visual	3							1														2	
Conductors are late with announcements	3																3						
Great job announcing	3	2																				1	
Announce which side of the train doors will be opening on	2																			2			
Conductor announces the wrong stops	2	1																	1				
Don't announce insignificant delays	2																				2		
Harvard Square PA announcements unclear	2	2																					
Visual announcements are great	2																						2
All conductors should be able to speak English	1	1																					
Announce delays before passengers buy tokens	1			1																			
Announce door closing	1	1																					
Announce stop names twice	1																				1		
Announce train going out of service stop before it does	1					1																	
Announce trains entering station	1																				1		
Announce weekend construction in Braintree	1																			1			
Announce which exits are open or locked	1																	1					
Davis Square fix PA	1	1																					
Have men announce - women aren't clear	1											1											
Include facts about the location of the next stop	1				1																		
Install a PA system like the one in Disney World	1																	1					
Instruct drivers to announce next station before closing doors	1																1						
Kendall-has poor PA announcements	1							1															
Make announcements in Spanish	1			1																			
Move PA system at Davis to the platform	1		1																				
Remind passengers to give up seats to the elderly/handicapped	1																		1				
Some give good announcements	1																				1		
Sound chimes when doors are about to close	1																			1			
South Station - track announcements are sometimes wrong	1																						1
Usel video announcements on trains for hearing impaired	1				1																		
Wants consistent bell warning for departing trains	1																					1	
Women announcing delays are often incorrect	1											1											
Information																							
Conductors don't explain delays to passengers	238	34	47	20	12	4	6	1	67	1		1	2			6	1	1	1	26	2	22	5
Provide info about delays to waiting people at stations	175	18	65	30	7	16	11	6	6				1		3		2		1	3	1	5	
Provide information about duration of delay	54							4	3	1		9			2		2		9		14	9	1
Give honest explanations for delays	49		35	2	1													1				10	
Timetables aren't available at stations	32		9	1	2	1		2	4			1	1		1	2	4			2	1	1	
Provide information to passengers if train is becoming express	28	4	16	3	1					1							1				1	1	
Wants maps	10			1	8																1		
Post signs on escalator: stand right, walk left	9	1		5				1								1				1			
Provide delay and commute info through radio stations	8				1		1		1	1							1	1		1		1	
Need better signage/monitors for handicapped access	7		1		1	1	1			1							2						
Post signs urging people to be polite	6	1	5																				
Provide updates on the whereabouts of next train	4	4																					
Install electronic display boards	3				1													1			1		
Post hours of service at all stations	3	1		1								1											
Remove controversial advertisements	3	2																				1	
Explain switching problems	2																					2	
Label the destination of all trains clearly	2	1																					
Need better lost and found system	2	1						1															
Need better signs in station	2																				2		
Need more signs directing passengers to exits	2											1											
Need more signs displaying the station name	2	1			1																		
Provide train map superimposed on street map	2																				1	1	
Add pregnant women to "Please give up..." signs	1								1														

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Information/Announcements continued																							
Advertise bus routes	1					1																	
Continue the T rider publication	1				1																		
Instead of Inbound/Outbound use Eastbound/Westbound	1	1																					
Mail schedules to people who request them	1		1																				
Maps should display inbound or outbound	1	1																					
More pathfinders to stations	1																					1	
Neighborhood maps at all stations	1								1														
Post holiday schedules	1				1																		
Post sign at Russel Field exit directing passengers to parking and buses	1	1																					
Post signs with directions to the restrooms	1	1																					
Print English and Chinese schedules	1																		1				
Publish rules and regulations pamphlet	1	1																					
South Station- clean & adjust outside track monitors	1																						1
Taxis block drop off pick up areas	1	1																					
There is inadequate bus signage for Route 31	1																1						
Update maps in stations	1					1																	
Was appalled to get last minute notice that work was to happen on Red Line in 24 hours.	1																		1				
Televisions in stations																							
Remove TVs from stations	139	9	35	21	24	13	6	5	1	11		4				2					1	6	1
Use TVs to display train arrival	46	13	7	7	9		3	1	1	3		1								1			
I love new TVs	6			1	1				1							1		1		1			
Please don't add sound to the TVs	3		2							1													
TVs - no commercials	2							2															
TVs should always display the correct time	2				1		1																
Install TV's in stairwells	1																			1			
TVs are a waste of money	1																						
TVs are too close to platform edge	1									1													
TVs should have sound	1			1																			
Train Equipment/Facilities																							
More new trains should be used; old ones taken out of use	265	4			20	21	13	8	15	1	9	9	8	9	3	26	8	9	13	25	30	34	
Trains' wheels screech/too noisy	250	38	30	44	21	1	10	7		1	2	4	1			7	5	3	2	4	6	4	
Complaint about temperature control/ventilation	183	33	46	8	4	3	1	1	3	2	1	2		5	1	10	9	2	5	26	23		1
Clean cars	152	24	26	10	12	9	7	6	9	6	13	1		3	2	8	2	5	2	8	6	9	
I love new trains	140	7	8		28	16	10	11		2	8	6	2	6		8	2	9	5		17	13	16
Not enough seats available	136	21	11	11	8	6	9		3	22	8	3		2	1	3		13	3	15	7	9	
Seats are too narrow	73	9	20	3	9	5	3		4	3	1					3		1	1	1	2	12	
Complaint about rattling/shaking etc. of cars	65	4	13	1	4	9	1	1	1	1	2	3					2	1	2	14	5	2	
No eating or drinking on trains	43	12	16	4	3	1	1			9	1	1	1				1		4	2	1	4	
More poles/handles/straps for standing passengers	35	10	8	2			2	1		8		2								1	4	6	
Seats are dirty	33	4	4	2	3	1	1			6	2						1		3				
Bench seats are uncomfortable	32	5	6	1		4	2							1					3	4	1	3	
Need trash receptacles in trains	21	4	2			1	2	2												17			
Trains smell	21	5	3	2		3	1			6		2							1	1		4	
Complaint about cloth seats on trains	20	3	4	3	1	1	1	1		3						1		1		2	3		
Shouldn't let one passenger take up several seats	20	3	2	3	1	1	1	1	2	3						3							
Allow bikes on train	15	2	3	6	3	2	1					2							3		1		
Too many signs of vandalism	15	2	3	3	2	1	1			1	3						2	1				1	
Trains let in rain/snow/cold	14	1	2	1		1	1			1		1				2	6			1			
New trolleys on Mattapan line	9	2	1				1			1						2	7					1	
Repair all parts on all trains promptly	8	1	2			1	1														5	1	
Complaints about train lights; too dark,too bright	4	1	1	2		1	1									1				1			
Do not allow boom boxes/loud radios	4	1	1			1	1	1		1	1						1	1					
Don't like new trains	3	1	1	1	1	1	1			1	1											1	
Fix doors on trains	3	1	1		1	1	1			1	1									1	1	1	
I like new LCD indicator on new trains	3	1	1	3		1	1			1	1												
Likes high speed trolley	3	1	1			1	1			1	1						3						
Condition of trolleys is deplorable	2	1	1			1	1			1	1						2					1	
Get bigger trains	2	1	1			1	1			1	1	2											
Need a section for obese people	2	1	1			1	1			1	1										2		
Train windows are dirty	2	1	1			1	1			1	1												
All seats should be black so that they look cleaner	1	1	1			1	1			1	1												
Brakes dangerous on Mattapan trolley	1	1	1			1	1			1	1					1							
Disinfect poles every day	1	1	1		1	1	1			1	1												
Don't allow bikes on trains	1	1	1			1	1			1	1												
Enforce elderly seating	1	1	1			1	1			1	1												

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Train Equipment/Facilities continued																							
Have same kind of trains on all routes	1								1														
Install telephones on all cars	1		1																				
New trains are nice but seen to run slower than the old trains	1		1																				
No strollers on trains	1			1																			
See if something wrong with train before using	1							1															
Separate area for handicap seating	1																				1		
Sparks from trains are disconcerting	1	1																					
The fans on trains need to be cleaned	1				1																		
Train system is outdated - try rubber wheels	1																1						
Trains are clean	1	1																					
Trolley style makes people nauseous	1	1																					
Security/Safety																							
Add more security	439	32	97	40	26	2	7	12	8	33	46	18	2	9	5	31	23	7		12	11	14	4
Post "No loitering" signs and enforce	165	9	82	20	16		2	2		25		2	2				5						
Police Officers/Security should ride in all trains	108	11	16	6	4			3	3	15	7	2	1	4		19	4	4		1	5	3	
More lighting in station	100	6	30	19	9		4		3	8	2	2			1	3	5		6			2	
Security should be present on all platforms at all times	92	4	25	4	1			2	1	9	13	1	1	5	1	4	7	3	5	1	2	3	
Objectionable passengers should be ejected from trains	68	6	33	1	2		1	1		6	2					4			10			2	
Security doesn't pay attention to station/platform/complaints	63	2	21	2	2					8	12	1		2		6	2		1	4			
Vagrants should be removed	35								4									1	1	18	3	6	2
Not safe from vandalism & theft in parking lot	35	3			7		1			1		1	1				3	8		8	1	1	
Inadequate personal security while in station/parking lot	23																2	3	1	6	5	6	
Insufficient lighting in the parking lots	23	2			2			1	1	2							3	1		2	7	2	
I feel safe during the day	15	2	13																				
Downtown Crossing-add more security	8	1								1	1												5
Punish vandals	8				1						6							1					
Ashmont line is dangerous	4																1	1					2
Security has improved	4	3																		1			
The T is safe	6	5																		1			
Do not allow soliciting of spare change	4							1														3	
Install video cameras for security	3	2						1															
Security is rude to riders	3		3																				
Too much vandalism	3	2		1				1														1	
Apprehend urine offenders	2									2										1			
Bicycle theft is an issue	2	2																					
Install emergency call boxes on all platforms,parking garages	2	2																					
Murder at Ruggles - no witness, no security	2										2												
See that seniors and disabled get seats	2										2												
Teenagers/men use vulgar gestures, verbally abusive	2											2											
Add undercover security guards	1				1																		
After 6P.M. there is no one to assist anyone	1													1									
Children riding the train should be monitored	2						2											1					
Don't lock any exits until after the last train has departed	1		1																				
Emergency call box on all trains	1																	1					
Enforce no alcohol rules	1								1														
Feels nice to see security guards patrolling station	1																1						
Fields Corner very unsafe after peak hours	2													1									1
Fine people for spitting and littering on trains	1																1						
Frightening people ride the Red Line	2																					2	1
Install metal detectors	1															1							
Kendall Square get rid of gangs hanging out at station	2		2																				
Less cosmetic refurbishment of Mattapan, more safety	1																1						
Need more fencing for safety	1							1															
Need more lighting in the garage back entrance	1	1																					
Passengers should respect public facility - no feet on seats, no eating ,etc.	1																1						
Police handicap ramps	1																					1	
Put up barriers to prevent people from jumping on tracks	1																						
Quincy Center has too many kids hanging out	1																			1			
Security should escort passengers to their cars at night	1	1																					
T stop is isolated - need shelter within 50 feet of Elliot St. with signal for coming train	1																1						
Token booth operators should have direct line to security	1	1																					
Trains should enter more slowly to save lives	1																	1					
Wetness from washing cars at 6:30 AM, someone could fall	1															1							
Where are the 200 cops at night?	1																					1	
Watch for kids who turn off the escalators																							

Summary of Comments and Suggestions

Fares and Fare Collection	Total	Alewife	Davis	Porter	Harvard	Central	Kendall	Charles/MGH	South Station	Broadway	Andrew	JFK/UMass	Savin Hill	Fields Corner	Shawmut	Ashmont	Mattapan Line	North Quincy	Wollaston	Quincy Center	Quincy Adams	Braintree	Other Lines
Complaints about current payment system																							
Fix pass-reading turnstiles	223	15	39	8	5	30	12	2	8	3	1	2				15	1	7	2	6	24	13	
Token lines too long/slow	38	11	1		18	2		1												5			
Install automatic token machines	36	11	4	2	8	2	1		3					1				1		1		2	
Enforce no turnstile jumping/catch fare evaders	22		2		1		1				4					5	1				1	7	
Not enough token booths open at peak hours	21	2	2		7											1	1			3		5	
Central Square fix turnstiles	14					9																	5
Let passengers buy rolls of tokens	8	1	4		3																		
Make10 Ride tickets available again	8	4					3	1													1	1	
Put a sign at Central Sq. if selfserve is out of order	7					7																	
Automate all fare payment	6	2		4																			
Mark broken turnstiles	5	2		1					2														
Provide more operating token booths	5	1												2		1	1						
Ashmont station turnstiles not working-fix	3																3						
Operate gate for passes during rush hour	3		2														1						
Accept pennies/coins	2					1															1		
Central Square fix gates	2																					2	
Kendall Square-more working pass reading turnstiles	2		1																	1			
South Station install more turnstiles	2	1									1												
Token booth's money exchange opening too small	2		2																			1	
Token machines broken too often	2		2																			2	
Braintree-more pass reading turnstiles	1																						1
Change passreaders every month so all pay	1			1																			
Collector charged for guest on Sunday	1															1							
Davis Square install more turnstiles	1	1																					
Easier commuter rail ticket access	1							1															
Get rid of tokens and people who sell them	1		1																			1	
Harvard Square token lines are too long	1		1																				
Have 2 collectors at Ashmont in the morning	1															1							
Kendall Square have second outbound entrance working	1	1																					
Kendall Square-install automatic token machines	1		1																				
Kendall-make eastbound entrance accessible to passholders	1																			1			
Make passes thicker	1														1								
People too congested at turnstiles - starter should let passes walk in	1									1							1						
People who take up 2 seats should pay 2 fares	1										1											1	
Turnstiles should be enter only and exit only	1	1																					
Pricing/discounts																							
Token fares are too high	57	6	6		6	2	3	1	3	2	1	3	1				1	3	2	4	7	12	
Passes too expensive	40	3	4		10	2		3	2	2	3	1						1	1	1	5	5	
Don't raise fares again!	31	2	10		3			2	1	1	1					2				3	3	1	
Should have students fares for college students	20	3	6		3				1			2				2						1	
Passholders should get a larger discount	11	3	1		2			1		1						1				1		3	
Give discounts for poor service	8	1	2																		5	2	
Fares are reasonable	7	1	2					1													1		
Insulted by low compensation for delays	6	1	1																	2	2	1	
Offer token deals	5	1	1			1																1	
Sell a discounted ticket for several rides	5	2	1		4															1			
Better fare rates for disabled /elderly	4	1	1		2												1						
Likes seniors fare rates	3	1	1																		3		
Lower fares on harbor ferry	3	1	1								2										1		
Unfair to pay extra to go to Quincy	3	1	1			1						2											
Braintree fares are too high	2	1																1					1
Combo pass too expensive	2	1	1	2																			
Service should be free	2	1	1		1													1				1	
Would pay more for better service	2	1	1																				
Discount fare at lunch time	1	1	1																				
Discounts for all government employees	1	1																				1	
Drop evening rates to 25 cents	1	1																1					
Extend student hours to 7 o'clock	1	1														1							
Fares should be lower at night and higher during the day	1	1																					
I appreciate the dollar off for poor service in March	1	1																					
Issue subway and one half bus option	1	1									1												
Lower age for senior citizen's fare	1	1																			1		
Need cheaper fares	1	1															1						
Offer parking discount with T pass purchase	1	1																	1				

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Fares and Fare Collection continued																							
People with passes should only have to pay the difference if station fare is higher	1															1							
Raise fares	1	1																					
Should have tokens for students and children	1		1																				
Should provide bus transfers	1	1																					
Availability of passes																							
Pass outlets should accept checks and credit cards	52	1	2		1					3											1	44	
Passes should be sold at all stations	34	3	6		2	2		2	1							3		1	1	6	3	4	
Passes unavailable at enough locations outside of T station	16	2	4		3	1				2		1										3	
Need a better policy on lost pass replacement	9	1	2		2		1								1						1	1	
Passes should be sold separately from token booth	7		2		1															2	1	1	
Passes should be sold at token booths	6																			6			
Sell a subway plus pass to Quincy Center passengers	6																			6			
I love T passes	5		5																				
Stations lack directions how to find pass outlets	5		3		1				1														
Offer pass for fewer number of days/half month	4					2			2														
Handicap passes should be available at all stations	3	1								1	1												
Passes should be sold for all different amounts of time	3		2							1													
Sell T passes all month	3		3																				
Complaints of bus and train passes not syncronized	2										2												
Pass is terrific and cost-efficient	2											1										1	
Pass outlets open too late and close too early	2				2																		
Passes for seniors	2						1	1															
Passes should be sold by number of rides not monthly	2	1			1																		
Passes should be sold more than 4 days a month	2																			2			
Sell a 12 month pass	2	1																		1			
Should be able to claim a T pass as a tax deduction	2			2																			
Encode T pass so that if stolen, it can be taken out of service	1														1								
Have subway plus pass to Braintree	1																						1
Monthly passes should be good full month from purchase	1						1																
Need more combo passes	1		1			1																	
Passes bought by mail should be available 3/4 mos.	1			1																			
Passes should be good two days into the next month	1		1																				
Sell passes at JFK/UMass	1											1											
Sell passes more than just last 3 days	1																1						
Wants pass for 3 or 4 day week riders	1		1																		1		
Personnel																							
Rude/lack of skill in dealing with the public	114	14	14	5	8	7	3	8	1	16			1	1	3	9		1	1	3	5	24	
Complaint about jerky stops/starts by driver	85	24	16	14				2	2	3		3	1	1			5	2	2			6	2
Overall complaints about personnel	77	23	6	3	5	1		2	1	5	3	2			1	1	4		2	4	2	12	
Should hold doors for approaching passengers	75	2	20	1	4	3			1	13			1	1		11	1	3	5	1	4	9	1
Rude token-booth operators	68	7	5	6	10	3	3	2	3	4			1	1	1	2		1	5	7	1	5	
Overall commendations for personnel	63	21	5	2	5	1	3		1		1					1	2		2	9	3	5	
Commendations for specific individuals	34	4	1	2	2	1			2			2	2	2	2	6				3		2	1
Inspectors should be on platforms at all times	22	2	3		7				1	4	2							2		1			
Most are great, but a few are terrible	19	1	3		2	1		2	1	4	3		2			1		3			1		
Complaints about specific individuals	15	4	1	2	1				1	2	2								1	1			
T employee was abusive (verbally/physically)	12	1		6	2					2												1	
Haley and Kerasiotes have got to go	7		2												1		2				3	1	
Poor personal appearance/hygiene	7		2	3						2													
Have T employees and managers ride the T	6							2	1											2	1		
Inspectors or workers should ride in train cars	6				3					1			1					1					
Token booth operators are always on the telephone	6	2	3								1												
Fire all political appointees	4	1																		1		2	
Employees should have to ride the T	3	1			1																1	1	
Ambassadors to the T/City Year kids are very helpful	2	1			1																		
Drivers should remind people to give seats to elderly/disabled	2			1																1			
Drivers speed	2	1		1																			
Have spot checks on drivers to check driving ability	2	2																					
Pay unemployed to clean station	2	1																		1	1		
Reduce management	2												1	1									
Slow token booth operator	2			1												1							
Worried that personnel are stealing	2	1																					1
Alewife needs more staff at garage exits	1																						1
Cleaning people are doing a great job	1	1																					

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Personnel continued																							
Cleaning people harass women	1			1																			
Cut the salaries of high executives	1		1																				
Do not give employees a uniform allowance	1									1													
Driver shut doors separating me & my daughter	1									1													
Drivers give Saturday school students hard time	1															1							
Drivers shouldn't leave cabs unattended	1	1																					
Eliminate union jobs	1									1													
Employees are not as rude as they were a few years ago	1																				1		
Hire more employees	1	1																					
Hire students to clean station	1																			1			
Individual was not picked up for racial reasons	1										1												
Most are terrible, a few are great	1																		1				
No waiting service for tardy emp. when switching crews	1																					1	
People who play loud music are not told to turn it down	1														1								
Personnel should be aware of conditions in cars	1																					1	
Personnel should speak Spanish	1					1																	
Pregnant women fear delivery on trolley due to sudden braking	1																1						
Retire all older personnel	1						1																
Stop hiring Billy Bulger's relations	1	1																					
Support front line employees	1							1															
Suspend T employees who cause delays	1																					1	
T driver was playing tunes with the chimes	1	1																					
T drivers should tell people to move to the center of the train	1	1																					
T jobs for community people	1										1												
T police should not use foul language	1										1												
Union labor should clean subways	1																				1		
Weld should ride the T	1																					1	
Parking Facilities																							
Parking fees are too high	85	32	13	3	3	1	1						1			3	1	3	2	2	13	1	
Insufficient parking available in general	81	22	10	1	1	1		1	2		5	2				3	2		1		8	21	1
More/establish parking at station specified	45	1							1		3	5	1	1		2		1	4			26	
Sell a discounted parking monthly pass	39	28							2												7	3	
Need better bicycle parking facilities	29	4	10	6		3	1	2											2	1	2		
Clean parking lot	21	15	2	2	1	1	1		1				2			1		2		3	2	1	
Improve access in and out of lot	19	17																			2		
Inadequate snow removal in lots	16	6	1	1	4	1	1						2		1			1		1	4	1	
Enforce parking regulations	15	12																		1			
Parking should be free	14	5	1		3	2	1			2				1			1				1		
More parking at commuter rail stations	13								13														
Payment system should be tied in w/pass payment	10	8	1	2						1										1	1	1	
Lack of parking prevents use of the nearest station	9	1					1				1	1	1							1			
Tow illegally parked cars	8	2																				1	
Rude parking attendant	5	1																			4		
Adjust light timers every season	4																			4			
Inconsistency in parking policy between T and town lots	3	2															1			1		1	
Path from car to platform no good	3									1										2			
Too much permit/local resident parking	3	1		1								1										1	
Close lot when full	2	1																			1		
Senior citizens should get a discount	2	2																					
Alewife parking lot is great	1	1																					
Concrete is falling from the ceiling	1	1																			1		
Give a discount to carpool participants	1																						
I appreciate the parking provided	1	1																					
Improper parking fines given	1																				1		
Inadequate repairs	1							1															
Insufficient parking during the winter	1																						
Make parking available off hours	1																		1				
More spaces for local residents	1																					1	
Paint parking space lines	1																				1		
Parking & fare much more expensive than driving	1																					1	
Parking preference should be given regulars	1																				1		
People with T passes should be allowed to park free	1				1																		
Raise parking fees	1																						
Theft proof payment system needed	1								1														
Wollaston wants free parking on weekends	1																	1					

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MBTA Complaints and Telephone Information Service																							
Never responded	54	4	12	1	9	1	1		5	1			3		1	3		4	3	3	1	2	
Phone lines always busy or not answered	33	2	12	5	3	1				1	1	1		1						2	1	3	
Was rude	26	4	7	5		1		1		1						1	1	2	1	1	1		
Was unsatisfactory	20	7	4		2	2		3													2		
Phone menu is too long to get info you want	12	2	3	1	1						1	1				1				1		1	
Want to talk to a real person, not a machine	11	1	1	2	2							1		1						1		2	
Was satisfactory	7	3	1		1				1											1			
Desired information not there	6	1	1		1	1													1			1	
Was terrific	6		1	2		1														1		1	
Line always busy/can't get through	3	1																			2		
Cynicism about complaints	2	1									1												
Lost & found is great	2				1																		1
Calling is a waste of time	1																1						
Complaint service is not well publicized	1									1													
Hard to find phone number	1	1																					
Have a hot line to complain about rude employees	1											1											
Long wait on hold	1	1																					
Make it easier (1-800-ask-MBTA)	1															1							
No one knew how to get in touch w/lost&found	1				1																		
Should be open 24 hours a day - 7 days/week-recorded message at least	1													1									
Was disconnected	1	1																					
Was polite	1																			1			
Route Extensions/Restorations																							
Old Colony (Plymouth/Middleboro/Greenbush)	46		1						2			1				4			2	9	10	18	
Connect Blue Line to the Red Line	11		2	1	1			3													1		3
Extend Red Line further south	10																		1		9		
Red Line should run parallel to Route 128	10	6		1																			
North Side - South Side Rail Link	9	1			1		3					1			1				1				1
Restore Arborway line	8	2	1	2	1									1			1						
Extend Red Line past Alewife	7	7																					
Build station in the Port Norfolk area	6						5							1									
Blue Line North Shore Extension	5	2			2																	1	
Extend subway further in general	5	2								3													
Extend T to Framingham	5				1				4														
Red Line along Rt 3 to Cape	5		3																			3	
Do not extend commuter rail to Hingham	3									1										2	1		
Need better connections from Boston stations to airport	3						2		1														
Extend Red line to Watertown	3		3																				
Restore A-Line	3	1	2				1																
Circle line/Urban Ring	3	1						1	1														
Restore service to Nashua NH	3			1																			2
Commuter rail to Lakeville, Freetown,New Bedford	2																				2		
Extend Green line to Needham	2	2			1																		
Extend Red Line to Belmont	2	2																					
Extend Red Line to Rt 128 Lexington	2				1																		1
Reinstate service on Trapelo Road from Waverly Square to Lexington Street	2					2																	
Restore Worcester line	2						2			2													
Extend commuter rail past Easton	1																				1		
Extend commuter rail service to Clinton	1	1																					
Extend commuter rail to Cape	1															1							
Extend commuter rail to Duxbury	1																				1		
Extend Green Line to Somerville	1			1																			
Extend Orange Line to Rt 128 Wakefield	1				1																		
Extend Red Line Northwest	1																						1
Extend Red Line to Arlington Center	1																						1
Extend Red Line to Brockton	1																				1		
Extend the Green line past Lechmere	1		1																				
Fitchburg line should stop at Alewife	1						1																
Make Ashmont a line of its own	1																				1		
More direct route from Broadway to North Station	1									1													
Red Line to Holbrook	1																					1	
South Shore line should stop at Quincy Center	1																				1		
Why hasn't Red Line been extended to Mattapan?	1																1						
Would like service from Cambridge to Brookline	1		1																				
New station between JFK & Andrew	1										1												

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Route Extensions/Restorations continued																							
New station at Broadway in Somerville for Red Line	1																						1
Build T stop near Gallivan Blvd.	1													1									
Connect all lines at one station	1			1																			
Connect Red Line to Boston Medical Ctr	1							1															
Kenmore Sq to Harvard Sq	4			4																			
Need lines to connect more often in general	3		3																				
Need more connections between the Red line and other lines	1		1																				
Commuter Rail should stop in Somerville	1		1																				
Provide service to the Financial District	1	1																					
Improve current service before making extension	1																				1		
Put a T stop at Blue Hill Av	1										1												
Run Ashmont to Copley	1							1															
Start Red Line split at Central Square	1							1															
Other Comments																							
General comments																							
Need a new transit bridge going to North Quincy	6																		3			3	
Advertise the benefits of using the T	5		4			1																	
Correct various icing problems	5	1																	1		3		
Weekend construction should take place at night	5																			5			
Will start to drive to get away from Red Line	3											2									1		
Empty train arrives at Braintee, no one allowed on	2																					2	
Finish work on Neponset bridge soon	2																	1		1			
Make commuter boat bigger, cheaper	2																				2		
More feedback from the users	2															1					1		
7000 people at wrong end of social ladder are discriminated against-bring class action suit against T	1																1						
Add South Shore boats for late night service	1																		1				
All newsletters and information letters handed out are a waste of time and money	1									1													
All subway tunnels should be straight	1																	1					
Allow commuter boat riders to charge tickets to credit cards	1																					1	
Auto taxes should be used to pay for the T	1	1																					
Build a beltway from Arlington to Newton	1	1																					
Children like the adventure	1							1															
Develop daycare centers near stations	1																		1				
Doesn't like automation	1																				1		
Don't spend money on the Central Artery project	1																						
Educate students how to board trains	1																				1		
Every year should be Year of the Red Line	1																					1	
Expand bicycle permit to daytime	1																	1					
Form a council of riders	1	1																					
Get E mail	1															1							
Have condom ads	1																				1		
Have more direct routes to South Station	1																		1				
Have trains wait for shuttle buses at JFK	1																		1				
Hingham commuter boat should dock closer to the Red line	1																	1					
I like color codes for different lines	1	1																					
I like the commuter boat from Hingham	1																						
Implement TQM program	1																						
More emergency signals	1							1															
Must continually upgrade	1																						
Overhaul the whole system	1																	1					
Put Amtrak to Quincy Adams	1																				1		
Red and Orange lines should be compatible	1														1								
Red Line is better than the Green Line	1																						1
Relocate ATM at Ashmont	1															1							
Restore 1918 signals; abolish modern computers	1																						
Set up a computer track on each line	1																	1					
Start MBTA campaign to encourage carpooling	1	1																					
Use tail tracks to turn trains	1	1																					
Comparing MBTA to other systems																							
Model T after Washington D.C. transit system	17	5	2		1			2														5	
T is better than New York system	15		9		6																		
Model T after San Francisco transit system	8	1	6							1													
Model T after London transit system	6	3	1					1										1					
Model T after Paris transit system	4	2	1					1															

Summary of Comments and Suggestions

Other Comments continued	Total	Alewife	Davis	Porter	Harvard	Central	Kendall	Charles/MGH	South Station	Broadway	Andrew	JFK/UMass	Savin Hill	Fields Corner	Shawmut	Ashmont	Mattapan Line	North Quincy	Wollaston	Quincy Center	Quincy Adams	Braintree	Other Lines
Model T after Denver	3																					3	
Model T after the Atlanta transit system	3		3																				
Model Red Line after Orange Line	2									1								1					
Model T after European transit system	2		1							1													
Model T after Montreal transport system	2			1																		1	
Study other subway systems	2																				2		
The T is average compared to other U.S. transit systems	2	1												1									
Model after the Chicago transit system	1	1																					
Model T after Czechoslovokia -very clean	1										1												
Model T after Japanese system	1																			1			
Model T after Philadelphia transit system	1	1																					
Model T after the Budapest transit system	1		1																				
Model T after the Dutch transit system	1			1																			
Model T after Tokyo transit system	1		1																				
Model T after Toronto system	1	1																					
Model T after Zurick Switzerland transit system	1	1																					
NYC is better than T	1																				1		
T is a joke compared to other subway systems	1					1																	
The T is better than L.A. transit	1	1																					
The T is better than the English transit system	1	1																					
The T is not as good as other countries transport	1		1	1																			
Comments on this survey																							
Thanks, survey is great	35	10		1		4	1	1	5				1			1		3	3	1	4	2	
Respond to these surveys	13		12	1																			
Please publish results of this survey	9	5		1																1	1	1	
Survey questions are confusing/foolish/tedious	9	2						2								1				2	2		
Do a survey in the winter	5	1																1	2	1			
Suspect service was improved on the day of this survey to get positive results	5		5																				
This survey is too long	5	1	2																	2			
Do surveys more often	4	2								1			1										
Offer T discounts to survey respondents	2									1							1						
Survey comment box far too small	2															1					1		
Survey questions are intrusive	2																			2			
What good is survey if comments not taken seriously?	2																					2	
I like foreign language surveys	1	1																		1			
On surveys ask how long did entire trip take	1																					1	
Provide surveys in French	1	1																			1		
Questionns 1-3 are unclear	1																						
Staff should ride T to get answers to survey questions	1																				1		
Survey should get opinions,not just data	1															1							
Survey should ask question about customer service	1	1																					
Survey should focus more on service	1									1										1			
desk	1																						
Surveys provide poor Chinese translation	1	1																					
Too much money is spent on this survey	1									1												1	
Who is paying for survey postage?	1																				1		
Why no prior surveys?	1																1						
Young man handing out survey sat on turnstile and blocked passengers	1																		1				

Appendix A: Survey Distribution, Response, Processing and Expansion

SURVEY DISTRIBUTION

Summary of Distribution Strategy

The first step in designing the distribution strategy was determining the time span of survey distribution. In the previous systemwide survey, conducted in 1978, survey forms were distributed over the entire day, from 6:00 A.M. to midnight. The response rate to the survey was high in the morning and midday period (35% to 43%) but dropped dramatically in the P.M. peak and evening periods (11% and 10.6% respectively). The primary reason for the lower response rate in the afternoon and evening is that most of the people entering the system late in the day are the same people who entered early in the day, just making the return trip.

Given the experience of the 1978 survey, it was decided for the sake of efficiency that the 1994 survey would attempt to reach passengers only on the first half of their trip. CTPS determined that it would be possible to reach minimally 75% and more likely 85% or more of all passengers by surveying from the early morning to just before the P.M. peak period (3:30 P.M.). It was recognized that this strategy would exclude riders who make one-way trips or round trips starting after 3:30 P.M. Common trip purposes in these hours include travel to night-shift jobs, to evening classes, to theaters, or to sporting events. The latter two trip purposes are non-repetitive, at least on a daily basis. Past experience has been that most passengers making such trips do not answer surveys, either because they are the same people who took trips earlier in the day, or because, as occasional riders, they consider themselves to be non-representative. Based on the strong likelihood of a low evening response rate, surveying during and after the P.M. peak was judged to be not cost-effective.

At subway stations on the Red, Orange, Blue and Green Lines, surveyors were located immediately inside the turnstiles. They were instructed to offer surveys to all passengers entering the station. On the surface Green Line, a mixed strategy was employed. On the B, C and E lines in the inbound direction, surveyors were located on the cars immediately behind the driver and were instructed to offer surveys to all passengers boarding the car. In the outbound direction, surveyors were instructed to choose the door through which most passengers were boarding and to hand surveys to those passengers. In addition to these on-board surveyors, the three or four stops with the largest number of

outbound boardings were covered by surveyors standing on those platforms offering surveys to all passengers waiting for outbound trains. On the D Line, surveyors were located on the station platforms and offered surveys to passengers waiting for trains in both directions. On the Mattapan Trolley, surveyors were located on the cars and were instructed to offer surveys to all boarding passengers in both directions.

Results of Survey Distribution Strategy

The distribution strategy generally achieved its purpose of making survey forms available to all passengers boarding the four rapid transit lines during the survey period, with the exception of the Green B and C lines. At subway stations, staffing was adequate to be able to offer a survey to most entering passengers. Occasionally, with the arrival of several buses simultaneously or a commuter rail train, the rush of passengers made it impossible to offer forms to passengers individually. However, between the large placards reading "Passenger Survey Today" and the survey attendants calling out, "MBTA survey," or the like, most passengers were aware of the survey as they came through the turnstiles, and anyone who wanted to get a survey form could easily obtain one.

On the Green Line surface branches, the strategy of having surveyors distribute forms on board led to some cars being missed due to delays in service. Unlike the Mattapan Trolley, where surveyors could stay on one car through entire round trips, on the Green Line, inbound surveyors had to alight from their train before it entered the subway and return outbound to the end of the line on a different train. Any delays in outbound service would make it likely that one or two inbound trains would have no surveyors on board.

The effect of the irregularity of Green Line service was that 35 of 62 inbound cars on the outer portion of the B Line (Boston College to Harvard Ave) were not surveyed in the A.M. peak and 23 of 104 cars were not surveyed from 8:45 A.M. to 3:30 P.M. On the inner portion of the B Line (Fordham Road to Blandford Street), approximately 16 of 60 cars were not surveyed in the A.M. peak and 40 of 100 cars were not surveyed during the rest of the day. On the C Line, 18 of 50 cars were not surveyed in the A.M. peak and 14 of 76 cars were not covered during the rest of the day.

In spite of the number of cars not covered on the B and C lines, the number of surveys handed out and the number returned were both large enough to achieve the same degree of statistical significance as the other rapid transit lines. The missed cars were distributed randomly enough so as not to bias the results.

SURVEY RESPONSE

Overall Response Rates

For the 1994 rapid transit survey, over 140,000 forms were distributed, including roughly 3,000 surveys handed out in the three foreign languages available: Spanish (1,000), Chinese (1,500) and Haitian Creole (500). Of the total number distributed, over 40,000 forms were returned for a response rate of 28%. Of these, 38,877 were completed sufficiently to include in the database. At the time, ridership during the survey period (6:00 A.M. to 3:30 P.M.) was about 270,000, so the overall sampling rate was 14.4%.

Surveys were returned to CTPS primarily through the mail. Roughly 32,000 respondents, or nearly 80%, took advantage of the Business Reply Mail option. The other 8,500 people returned their forms in the MBTA's red collection boxes, handed them to surveyors or delivered them personally to CTPS.

The response rates varied significantly by language. The response rate for English surveys was very close to the overall response rate of 28%. For the other languages, the response rates were disappointingly low: 6.4% for Spanish, 4.6% for Chinese, and a minuscule 0.5% for Haitian Creole (only three usable responses). The low response for the foreign language surveys is partly due to the fact that a number of people took both an English and a foreign language form and probably returned only the English form. It is likely that many of the people who took the foreign language forms did so out of curiosity rather than out of a lack of English skills.

Factors Affecting Response

The aim of the survey distribution method was to obtain a representative sample of riders. For surveys in general, the two main impediments to obtaining a representative sample are 1) distributing forms to a randomly selected subset of the population and 2) ensuring that the responses are not skewed toward any particular segment of the population. In the 1994 rapid transit survey, CTPS attempted to overcome the first impediment by offering the survey form to all passengers rather than a selected subset. As to the second impediment, there is unfortunately no way short of making the response to the survey mandatory (like the US Census) to ensure a representative cross-section of the riding public.

Although forms were offered to as many passengers as possible, up to 40% of passengers overall did not accept the form. From experience in the field, it did not appear that passengers' age, sex, race or apparent income or profession significantly affected whether they accepted the form. Rather, the single most important factor determining whether they accepted the form was whether the person in front of them accepted the form. Throughout the system, day after day, surveyors would have the experience of having thirty people in a row

accepting surveys and then the next twenty people refusing them. Assuming that those thirty people did not all share some set of characteristics which distinguished them from the population in general, likewise for the twenty following, then this pattern of survey form acceptance should not bias the results.

Another factor affecting the acceptance rate of surveys was whether a train was arriving when the passenger came through the turnstiles. If such was the case, the passengers began to run and very few of them took forms. This effect may have led to an underrepresentation of people with a wait time of zero minutes (question 6, see chapter 3).

When people traveling together (couples, families, classes) entered the station, often only one member of the group accepted the survey. If that person actually returned the form, that group may be adequately represented, given the overall response rate. However, if that person did not respond, then it is likely that the characteristics of that group are underrepresented.

With respect to the foreign language surveys, the acceptance rate of survey forms may have been low because non-English speakers may not have understood what it was that was being offered to them. Surveyors were not trained in how to say "MBTA survey" in Spanish, Chinese and Haitian Creole. If the passengers did not make the effort to glance at the form, then they probably would not have known it was a passenger survey.

On the more difficult issue of survey response, it must be recognized that the respondents most likely do not represent a perfect, or even very good cross-section of the ridership. This becomes more of a problem the more finely the survey results are broken down. For stations with a large number of responses, the aggregate results are probably reasonably representative for most of the survey questions.

For all surveys of this type, it is always true that some groups of passengers have higher propensities than others to fill out and return the survey. It is also the case that some groups are more able than others to fill out the form properly. For example, direct observations by survey distributors showed that students under age 17 were particularly likely either to ignore the surveys or to try to make up humorous answers. Several groups of students accepted forms but then proceeded to tear them up. Young children in general did not take survey forms and would be unlikely to be able to answer them correctly. Elderly passengers usually accepted the forms and many returned them; however, a disproportionate number of the unusable forms were from people 65 and older.

Transit surveys usually show a very high percentage of people making work trips, as does this one. Although this is partly due to the span of time of the survey distribution, it is likely also due to overrepresentation of commuters among survey respondents, especially people in white collar occupations.

Survey attendants noted that, on the train, it was mostly the people with business suits and briefcases who were filling out the forms. The very high proportion of people who marked "Professional" for their occupation in question 15 lends some credence to this claim.

There may also be some bias in the results with respect to travel patterns. To the extent that people filled out the survey form on the train, passengers who took short trips would have had less time to complete the survey and may have a lower response rate. Short trips may therefore be underrepresented in the results. Passengers who got seats were probably more likely to fill out the form; in general response rates from the outermost stations on each line were the highest. This effect does not necessarily entail any bias in the results. Judging from the large number of surveys that were returned well after they were handed out, it would appear that many people completed their forms after their trip on the MBTA; this delay would mitigate the effects described above.

Assuming the worst case, that segments of the ridership are seriously underrepresented or overrepresented, one is left with the fact that the survey results as presented in this volume represent only a portion of the MBTA's riders. The fact that the sample size is large helps to mitigate, to some extent, problems of representation. Unfortunately, there is no way to ensure a representative sample.

PROCESSING THE SURVEYS FORMS

Before they could be entered into the computerized database, the 39,000 survey forms had to be coded and in many cases, "cleaned." The coding was a straight-forward process of assigning four-letter codes for station names, MBTA bus route numbers or private carrier codes for any bus routes and so on. The cleaning of the surveys was a much more involved process.

The survey form was ambitious in that it attempted to obtain as much information about the respondent's trip as possible. Every effort was made to be clear about what was being asked, but nonetheless, many people misunderstood or did not take the time to read the questions carefully.

The most common error was answering the survey for a round trip, rather than for the one-way trip that was requested. Thus many people claimed to be leaving the system at the same station at which they entered and to be going from home to home. Similarly, many respondents claimed to be using park 'n' ride for both their access and egress trips. While this is theoretically possible, it is very rare, especially when the destination address is in the Financial-Retail District only three blocks from their station of exit.

Surveys for which it was not possible to determine the entrance and exit stations with some surety were discarded. Based on other answers, such as boarding

time, age and profession, it was usually possible to convert home-to-home trips into home-to-work or home-to-school, etc. Park 'n' ride egress trips were usually converted into walk trips, especially for trips to the downtown area.

Another common error was linking several trips together rather than answering about the particular boarding for which the passenger was surveyed. This error was especially common among people making midday trips, partly because the survey was worded with the first trip of the day in mind. Thus someone who was making a lunchtime trip from Park Street to Copley answered that he drove 35 minutes to a commuter rail station, even though the origin address was on Winter Street in Boston. In this case, the drive access trip was likely for his commute into work that morning rather than to get to Park Street from Winter Street, a three minute walk at the longest.

A number of people neglected to fill out the boarding time. This information was important in the expansion process (see below) and thus some time had to be assumed. Since the survey forms were generally handed out in numerical order, responses without boarding times were assigned the same time as the forms around it. Some series of numbers had a wide variety of boarding times; in these cases, the time that seemed most reasonable was entered.

Although the surveyors were instructed to hand forms only to people entering the system, there were a significant number of instances when forms were given to people exiting stations.[14] In most of these cases, the trip had to be "turned around" so that the access and egress information made sense. In some cases, passengers received forms in the middle of a transfer trip; for instance, they answered that they were boarding the Red Line when they were handed the form, but in question 3a claimed that they had first boarded the Green Line. In such cases, the form was converted to a response for the station at which they first boarded.

Question 3b proved to be confusing for people who took a bus to get to the rapid transit station. Many of them wrote in "Bus" in the "other" space, instead of answering how they got to the bus stop as intended. In these cases, the access mode was changed to walk, since relatively few people drive to bus stops. In any case, these answers do not affect the access data tables in chapter 3, since answers to question 3b are included only for people using "private" transportation access to the station, i.e. people marking the first answer to question 3a.

In the process of geocoding the surveys, it was necessary to have the addresses in question 2b and 8b as precise as possible. If someone wrote only "Boylston St." or "Comm Ave." the survey would be impossible to geocode since those streets, as do many others, go through a large number of traffic zones. However, if, in

[14]Surveyors were instructed to give a form to any passenger who specifically requested one, whether the passenger was entering, exiting or transferring.

these cases, the respondent also answered that they walked to or from the station, and that the walk access trip was short (less than 5 minutes), it was assumed that they walked from an address or an intersection that was near their boarding or exiting station. For example, if a person exited the system at BU Central and had a walk egress time of 1 minute, their address of "Comm Ave." was changed to "735 Comm Ave" or "Comm Ave/St. Mary's" both of which are across the street from the BU Central stop.

Corrections were also necessary on a number of forms for question 11, which asked how many trips the respondent would make that day using rapid transit, other than the current trip. Some people answered 9 or 11. When such answers accompanied a response to question 10 of five or six days per week usage, it was assumed that the respondent thought the question asked how many trips per *week* rather than per day. Thus an answer of 9 was changed to 1.

A number of other changes were made, most of which involved the judgment of the coding staff. In general, the policy was to change answers as little as possible, while assuring that the trip made sense, or was at least plausible. If a survey form would have required extensive changes in order to rationalize the trip, it was usually discarded rather than severely manipulated.

EXPANSION METHOD

In order to make the returned survey forms more properly represent the total population of riders during the time span of the survey, it was necessary to apply expansion factors to the survey data. Responses for each line were expanded using the best available data; for all lines this included minimally total boardings by time period. The expansion method for each line is described below. In the future, as more data become available, it would be possible to re-expand the survey, although the results would likely not be dramatically different.

Time Periods Used in Expansion

For all lines, the following time periods were used to segment the ridership:

6:00 A.M. to 8:59 A.M.	A.M. Peak
9:00 A.M. to 11:59 A.M.	Base
12:00 P.M. to 1:59 P.M.	Lunchtime
2:00 P.M. to 3:29 P.M.	School Peak

A separate expansion factor was calculated for each of these time periods within each station or station grouping. The only exceptions to these time period definitions were five downtown stations (Park Street, Downtown Crossing, State, Government Center and South Station) where surveying actually ended at 3:00 P.M. rather than 3:30 P.M. For these five stations, the School Peak expansion

factors were based on counts from 2:00 to 2:59 rather than the period shown above.

Orange Line, Red Line and Green Line (Lechmere to Kenmore)

The basis for the expansion of these lines was the April 1995 turnstile counts collected by the MBTA. The turnstile counts show for each station the total number of boardings by hour. Passengers paying fares at the S-Box (the turnstile at the collector's booth) were not broken down by hour in the MBTA report. These passengers were distributed to each time period proportional to the number of people using the regular turnstiles. For the half hour from 3:00 P.M. to 3:29 P.M., the hourly count from 3:00 to 3:59 was divided by two. Once the counts by time period were set, the expansion factors were derived by dividing the total number of riders in each time period by the number of returned survey forms in those time periods, according to the answer to question 4, "Approximately what time did you board this train?".

For those stations that serve two lines, (North Station, Haymarket, Government Center, Park Street, Downtown Crossing and State) one set of expansion factors was applied to both of the lines at each of those stations. This method was used because the turnstile counts do not provide enough information to distinguish how many riders are going to each of the lines at those stations. The assumption inherent in this method is that the response rate is the same for the passengers boarding the lines available; for example, passengers entering Park Street for either the Green Line or the Red Line would have the same propensity to return the survey form. If this is not the case, the number of passengers shown boarding each of the lines would be incorrect.

Turnstile counts were available for all of the Green Line stations north of Kenmore except Science Park. At this station, fares are collected on board. For lack of a better source of ridership, passenger counts from 1985 were used.

Mattapan Trolley

The expansion factors for the Mattapan Trolley were based on the turnstile counts at Ashmont station. The majority of inbound trolley passengers transfer to the Red Line at Ashmont and are thus included in the turnstile counts there. The only way to use those counts, lacking information on exactly how many people transferred from the trolley, was to group transfers from the trolley with the other passengers boarding the Red Line, whether from buses or the immediate neighborhood. Thus, one set of expansion factors was calculated for all passengers boarding the Red Line at Ashmont.

For outbound trolley passengers and inbound passengers not transferring to the Red Line, it was assumed that they responded to the survey at the same rate as their fellow passengers who transferred to the Red Line. Thus the same

expansion factors were applied to these trips, although they were not included in the original calculation of those expansion factors.

Blue Line

During the time when the MBTA's turnstile counts were being collected, the outer portion of the Blue Line was closed for reconstruction. In the spring of 1994, CTPS had conducted boarding and alighting counts at all Blue Line stations, and these were judged to be the best basis for expanding the survey.[15] Beyond total boardings at each station, these counts separated out boardings by direction. Taking advantage of this additional data, the returned surveys were split into inbound and outbound trips, and separate sets of expansion factors were developed for each direction. These counts were also tallied at 15-minute intervals, allowing the 3:00 to 3:29 period to be expanded directly from the counts rather than taking half of the hourly figure.

Green Line Surface (Including Prudential and Symphony)

In the spring of 1995, CTPS conducted boarding and alighting counts at all stops on the surface branches of the Green Line, and at Prudential and Symphony stations. These counts, like the 1994 Blue Line counts, provided boardings by direction and in 15-minute intervals. The expansion of the surface Green Line surveys took advantage of this data, just as with the Blue Line.

One difference between the surface Green Line and the other parts of the rapid transit system is the very close spacing of stops, especially on the B and C lines. Since the stops are so close together, ridership at many stops is relatively small, and thus the number of returned surveys from many stops was also very small. In order to avoid too much variation in the expansion factors from stop to stop, the stops on the B Line, the C Line and the outer end of the E Line were combined into station groups and sets of expansion factors were developed for each group as a whole. On the B Line, the 22 stops were combined into six groups, and on the C Line, the 13 stops were combined into four groups. On the E Line, the four street stops between Brigham Circle and Heath were combined into one group. The stops on the rest of the E Line and all of those on the D Line were treated as individual stations.

Range of Expansion Factors

Across the 38,877 surveys in the database, expansion factors range from 2.03 at Braintree on the Red Line to 35 at a number of stops on the surface Green Line. The average expansion factor for all surveys is 6.9 and 70% of all surveys were

[15]These counts were not used for State or Government Center. Expansion factors for these transfer stations were developed using the April 1995 turnstile counts.

weighted between 3 and 11. Nearly 94% of all surveys were weighted at 15 or less and 97% at 20 or less.

At some locations, primarily surface stops on the Green Line, strictly dividing the total boardings by the number of returned surveys would have resulted in expansion factors of up to 60. This effect was, to some extent, a result of separating boardings by direction and a low response rate on outbound trips. Rather than have such high weight factors for a few surveys and potentially skew the results, it was decided to place a ceiling of 35 (or five times the average expansion factor) on all weight factors. Out of the nearly 39,000 survey forms, this ceiling affected 55 responses, or 0.14%.

Potential Problems with Exit Station Tables

Because the surveys were expanded only to boarding counts, the summaries of data for exit stations (chapters 5, 10, 11 and 12) may not be well calibrated to the actual number of exits at each station. To the extent that there was bias in the response rates with respect to the exit station, the total passengers shown exiting at a station will vary from the number one would get through a passenger count. For example, considering passengers boarding at Orient Heights, suppose that the response rate differed between people who left the system at Maverick and those who exited at State Street for whatever reason (amount of time on the train, general propensity to fill out surveys, availability of a collection box at State, etc.), such that 35% of the people exiting at State Street returned their forms, but only 25% of those exiting at Maverick returned theirs. When these forms are expanded, they are expanded to the total boardings at Orient Heights. However, because of the different response rates, the number of people shown exiting at State Street will be higher than the actual number and the number shown exiting at Maverick will be lower.

With a full set of boarding and alighting counts, it is possible to calibrate the survey expansion more completely. Lacking this calibration, the number of exits shown at any station should be regarded with some caution.

Appendix B: Transfer Station Results for All Riders Regardless of Line

The tables presented in previous chapters for Park Street and Downtown Crossing have included responses only from passengers boarding or exiting the Red Line at those stations. For some purposes, distinctions between Red Line and Green Line riders at Park Street are not important, similarly with Red and Orange Line riders at Downtown Crossing. This appendix presents four tables for each station which include all riders boarding or exiting at the station:

- Origin Locations and Activities
- Access to the Rapid Transit System
- Egress from the Rapid Transit System
- Destination Locations and Activities

The Park Street tables shown here are the same as the ones included in Appendix B of the Green Line volume and the Downtown Crossing tables are the same as the ones in Appendix B of the Orange Line volume. They have been included in both volumes for the reader's convenience.

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Park Street** **Red and Green Lines**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Financial-Retail	2,836	55.2%	7.1%	3.3%	46.7%	12.3%	21.4%	4.5%	4.7%
Boston: Government Center	1,012	19.7%	19.2%	4.7%	43.9%	10.0%	4.1%	7.8%	10.3%
Boston: Beacon Hill	346	6.7%	63.6%		20.8%	9.1%	4.7%	1.7%	
Boston: Unspecified downtown	312	6.1%	16.9%	6.7%	23.7%	5.2%	35.5%		11.9%
Boston: Park Square	149	2.9%	21.9%	11.0%	35.6%	13.6%	7.0%	3.9%	7.1%
Boston: Back Bay	65	1.3%	8.8%		75.3%	15.9%			
Boston: North End	55	1.1%	70.0%		30.0%				
Boston: Waterfront	51	1.0%			60.3%				39.7%
Boston: BU-Fenway-Longwood	47	0.9%	100.0%						
Boston: South Boston	43	0.8%	13.5%		38.2%				48.4%
Newton	27	0.5%	100.0%						
Boston: South End	27	0.5%	61.1%			38.9%			
Framingham	16	0.3%	100.0%						
Boston: Allston/Brighton	16	0.3%	100.0%						
Boston: Roxbury	16	0.3%	35.4%		64.6%				
Burlington	12	0.2%	100.0%						
Arlington	11	0.2%	100.0%						
Watertown	11	0.2%	100.0%						
West Newbury	11	0.2%	100.0%						
Cohasset	11	0.2%	100.0%						
Boston: Mattapan	10	0.2%	100.0%						
Groveland	6	0.1%	100.0%						
Marion	6	0.1%	100.0%						
Reading	6	0.1%	100.0%						
Somerville: Unspecified	6	0.1%	100.0%						
Other	35	0.7%	83.3%	16.7%					
TOTAL	5,142	100.0%	19.4%	3.6%	40.7%	10.5%	15.3%	4.3%	6.3%
Unknown	0								

CTPS
8/29/97

MBTA Rapid Transit

1994 Systemwide Passenger Survey

Origin Locations and Activities

Boarding Station: **Downtown Crossing** **Red and Orange Lines**

Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Financial-Retail	4,183	66.8%	2.8%	1.4%	38.1%	13.0%	36.3%	2.5%	6.0%
Boston: Unspecified downtown	664	10.6%	2.2%	4.4%	25.2%	8.8%	34.1%	6.0%	19.2%
Boston: Government Center	323	5.2%	4.4%		50.2%	13.6%		4.5%	27.2%
Boston: Park Square	311	5.0%	9.2%		48.5%	4.7%	9.4%	4.7%	23.6%
Boston: Waterfront	147	2.3%			90.0%				10.0%
Boston: South Boston	87	1.4%	83.2%		16.8%				
Boston: Charlestown	86	1.4%	83.0%		17.0%				
Boston: South End	73	1.2%	59.7%		40.3%				
Boston: North End	58	0.9%	49.2%		50.8%				
Waltham	43	0.7%	100.0%						
Boston: Allston/Brighton	43	0.7%	100.0%						
Cambridge: Unspecified	29	0.5%			100.0%				
Boston: Beacon Hill	28	0.5%	100.0%						
Cambridge: Central Square	26	0.4%			100.0%				
Newton	15	0.2%				100.0%			
Taunton	15	0.2%	100.0%						
Somerville: E Somerville	15	0.2%	100.0%						
Hingham	14	0.2%	100.0%						
Medford	14	0.2%	100.0%						
Melrose	14	0.2%	100.0%						
Milford	14	0.2%	100.0%						
Westborough	14	0.2%	100.0%						
Boston: Jamaica Plain	14	0.2%	100.0%						
New Hampshire	14	0.2%	100.0%						
Amherst	14	0.2%	100.0%						
TOTAL	6,258	100.0%	10.3%	1.4%	37.5%	10.8%	28.4%	2.7%	8.9%
Unknown	72								

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Park Street** **Red and Green Lines**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	4,781	92.9%
Park 'n' ride	31	0.6%
Drop off	101	1.9%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	20	0.3%
Total private trans.	4,933	96.0%
Bus	192	3.7%
Commuter rail	16	0.3%
Other	0	0.0%
TOTAL	5,141	100.0%
No Answer	0	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
55	37	19.0%	0.7%
304	32	16.4%	0.6%
43	28	14.4%	0.5%
TCC	22	11.3%	0.4%
352	17	8.7%	0.3%
PPB	12	6.2%	0.2%
49	11	5.6%	0.2%
301	6	3.1%	0.1%
305	6	3.1%	0.1%
353	6	3.1%	0.1%
Other	18	9.2%	0.4%
TOTAL	195	100.0%	3.8%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	3,355	70.5%	20	64.5%	21	20.6%	0	0.0%	3,396	69.1%
6-10	1,091	22.9%	0	0.0%	11	10.8%	0	0.0%	1,102	22.4%
11-15	220	4.6%	0	0.0%	11	10.8%	0	0.0%	231	4.7%
16-20	47	1.0%	0	0.0%	20	19.6%	0	0.0%	67	1.4%
21-30	47	1.0%	0	0.0%	21	20.6%	20	100.0%	88	1.8%
31-45	0	0.0%	0	0.0%	6	5.9%	0	0.0%	6	0.1%
Over 45	0	0.0%	11	35.5%	12	11.8%	0	0.0%	23	0.5%
TOTAL	4,760	100.0%	31	100.0%	102	100.0%	20	100.0%	4,913	100.0%
No Answer	20		0		0		0		20	
Mean	5.9		22.5		22.3		30.0		6.5	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	1,043	20.5%	20.5%
2-4 minutes	1,327	26.1%	46.7%
5-7	1,341	26.4%	73.1%
8-10	954	18.8%	91.9%
11-15	312	6.1%	98.0%
16-20	92	1.8%	99.8%
Over 20	10	0.2%	100.0%
TOTAL	5,079	100.0%	100.0%
No Answer	63		
Mean	5.3		

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Access to the Rapid Transit System

Station: **Downtown Crossing** **Red and Orange Lines**

Expanded Results

Access Modes:

	Number of Riders	Percent of Riders
Walk	5,477	88.0%
Park 'n' ride	70	1.1%
Drop off	209	3.3%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	0	0.0%
Total private trans.	5,756	92.6%
Bus	448	7.2%
Commuter rail	0	0.0%
Other	14	0.2%
TOTAL	6,218	100.0%
No Answer	113	

Bus Transfers from Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
49	116	25.9%	1.9%
93	102	22.8%	1.6%
7	58	12.9%	0.9%
301	43	9.6%	0.7%
305	43	9.6%	0.7%
92	28	6.3%	0.5%
11	15	3.3%	0.2%
304	15	3.3%	0.2%
326	14	3.1%	0.2%
CTW	14	3.1%	0.2%
Other			
TOTAL	448	100.0%	7.2%

Access Time: (for boarding passengers using private transportation access to the station)

	WALK		PARK 'N' RIDE		DROP OFF		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	3,735	69.1%	0	0.0%	84	40.0%	0		3,848	66.8%
6-10	1,338	24.7%	26	37.1%	29	13.8%	0		1,408	24.5%
11-15	247	4.6%	29	41.4%	26	12.4%	0		328	5.7%
16-20	15	0.3%	0	0.0%	0	0.0%	0		15	0.3%
21-30	72	1.3%	0	0.0%	14	6.7%	0		86	1.5%
31-45	0	0.0%	0	0.0%	14	6.7%	0		14	0.2%
Over 45	0	0.0%	15	21.4%	43	20.5%	0		58	1.0%
TOTAL	5,407	100.0%	70	100.0%	210	100.0%	0		5,757	100.0%
No Answer	69		0		0		0		98	
Mean	5.7		25.7		23.1				6.6	

Wait Time at Boarding Station:

	Number of Riders	Percent of Riders	Cumulative Percent
0-1 minute	759	12.3%	12.3%
2-4 minutes	2,038	33.0%	45.3%
5-7	1,991	32.3%	77.6%
8-10	921	14.9%	92.5%
11-15	314	5.1%	97.6%
16-20	109	1.8%	99.4%
Over 20	40	0.6%	100.0%
TOTAL	6,172	100.0%	100.0%
No Answer	157		
Mean	5.4		

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MBTA Rapid Transit

1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Park Street** **Red and Green Lines**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	18,269	97.8%
Park 'n' ride	78	0.4%
Pick up	93	0.4%
Bicycle	5	0.0%
Taxicab	11	0.0%
Other	0	0.0%
Total private trans.	18,440	98.8%
MBTA Bus	146	0.8%
Commuter rail	0	0.0%
Other bus/shuttle	86	0.5%
TOTAL	18,672	100.0%
No Answer	163	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
PPB	61	26.1%	0.3%
43	53	22.6%	0.3%
304	25	10.7%	0.1%
49	19	8.1%	0.1%
11	16	6.8%	0.1%
7	14	6.0%	0.1%
93	12	5.1%	0.1%
CTW	9	3.8%	
WTC	7	3.0%	
EMP	5	2.1%	
Other	13	5.6%	0.1%
TOTAL	234	100.0%	1.3%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	11,476	63.8%	9	19.6%	35	42.2%	0		11,553	63.6%
6-10	5,313	29.5%	24	52.2%	20	24.1%	0		5,357	29.5%
11-15	913	5.1%	13	28.3%	9	10.8%	0		935	5.1%
16-20	244	1.4%	0	0.0%	16	19.3%	0		271	1.5%
21-30	44	0.2%	0	0.0%	0	0.0%	0		44	0.2%
31-45	3	0.0%	0	0.0%	3	3.6%	0		6	0.0%
Over 45	0	0.0%	0	0.0%	0	0.0%	0		0	0.0%
TOTAL	17,993	100.0%	46	100.0%	83	100.0%	0		18,166	100.0%
No Answer	275		32		12		0		331	
Mean	6.2		9.6		10.9				6.2	

MBTA Rapid Transit
1994 Systemwide Passenger Survey

Egress from the Rapid Transit System

Exit station: **Downtown Crossing** **Red and Orange Lines**

Expanded Results

Egress Modes:	Number of Riders	Percent of Riders
Walk	21,614	97.4%
Park 'n' ride	14	0.0%
Pick up	96	0.4%
Bicycle	0	0.0%
Taxicab	0	0.0%
Other	7	0.0%
Total private trans.	21,731	98.0%
MBTA Bus	411	1.9%
Commuter rail	0	0.0%
Other bus/shuttle	33	0.1%
TOTAL	22,175	100.0%
No Answer	124	

Bus Transfers to Route:	Number of Riders	Percent of Transfers	Percent of Total Riders
7	91	20.4%	0.4%
49	78	17.5%	0.4%
304	76	17.1%	0.3%
93	73	16.4%	0.3%
EMP	18	4.0%	0.1%
300	18	4.0%	0.1%
301	15	3.4%	0.1%
11	13	2.9%	0.1%
53	12	2.7%	0.1%
55	11	2.5%	
Other	40	9.0%	0.2%
TOTAL	445	100.0%	2.0%

Egress Time (for alighting passengers using private transportation egress from the station)

	WALK		PARK 'N' RIDE		PICK UP		OTHER		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-5 minutes	14,762	69.8%	0	0.0%	19	24.4%	0	0.0%	14,806	69.5%
6-10	5,306	25.1%	14	100.0%	10	12.8%	7	100.0%	5,347	25.1%
11-15	891	4.2%	0	0.0%	16	20.5%	0	0.0%	916	4.3%
16-20	133	0.6%	0	0.0%	0	0.0%	0	0.0%	133	0.6%
21-30	52	0.2%	0	0.0%	27	34.6%	0	0.0%	79	0.4%
31-45	17	0.1%	0	0.0%	6	7.7%	0	0.0%	23	0.1%
Over 45	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	21,161	100.0%	14	100.0%	78	100.0%	7	100.0%	21,304	100.0%
No Answer	453		0		18		0		488	
Mean	5.7		10.0		18.7		10.0		5.7	

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Park Street** **Red and Green Lines**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Financial-Retail	8,775	46.6%	1.2%	1.4%	70.1%	4.7%	16.4%	3.8%	2.5%
Boston: Government Center	5,782	30.7%	1.0%	9.4%	78.1%	4.5%	1.7%	1.4%	3.9%
Boston: Unspecified downtown	1,145	6.1%	4.9%	6.3%	44.8%	7.1%	13.5%	6.2%	17.3%
Boston: Park Square	996	5.3%	2.0%	6.3%	72.6%	6.7%	4.9%	3.3%	4.1%
Boston: Beacon Hill	836	4.4%	12.4%	7.5%	63.2%	9.2%	2.4%	4.4%	1.0%
Boston: Waterfront	409	2.2%		2.6%	87.4%	7.6%			2.3%
Boston: Back Bay	351	1.9%	9.4%	14.2%	53.9%	8.5%	10.1%	3.8%	
Boston: North End	79	0.4%	24.8%	12.8%	43.8%	7.4%			11.1%
Boston: South Boston	71	0.4%			86.8%			13.2%	
Boston: Prudential	62	0.3%			75.1%				24.9%
Boston: South End	61	0.3%	18.6%		8.2%		34.6%		38.6%
New Hampshire	46	0.2%	73.5%						26.5%
Cambridge: Kendall/MIT	30	0.2%	17.6%		58.3%		24.1%		
Newton	25	0.1%	25.9%	26.4%	47.7%				
Boston: Charlestown	23	0.1%		50.4%	49.6%				
Cambridge: North Cambridge	18	0.1%	65.6%		34.4%				
Boston: Jamaica Plain	17	0.1%	100.0%						
Weston	16	0.1%		100.0%					
Boston: Roxbury	16	0.1%	53.2%			46.8%			
Quincy	15	0.1%			100.0%				
Cambridge: Harvard Square	13	0.1%		100.0%					
Milton	9		100.0%						
Cambridge: Central Square	9				63.2%	36.8%			
Maine	9		100.0%						
Boston: Logan Airport	7								100.0%
Other	16	0.1%	36.6%	33.9%		29.5%			
TOTAL	18,837	100.0%	2.7%	5.2%	70.1%	5.2%	9.7%	3.0%	4.1%
Unknown	21								

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MBTA Rapid Transit
1994 Systemwide Passenger Survey

Destination Locations and Activities

Exit Station: **Downtown Crossing** **Red and Orange Lines**
Expanded Results

LOCATIONS			ACTIVITIES						
City/Town/Neighborhood	Total Riders	Pct. of Riders	Home	School	Work	Pers. Bus.	Shop-ping	Social/ Rec.	Other/ Unknown
Boston: Financial-Retail	16,897	75.9%	0.3%	1.1%	77.5%	3.0%	14.0%	1.5%	2.6%
Boston: Unspecified downtown	1,315	5.9%	3.2%	2.6%	39.7%	4.9%	24.7%	4.2%	20.8%
Boston: Government Center	1,155	5.2%	0.6%	1.6%	90.7%	1.4%	0.6%	4.3%	0.9%
Boston: Waterfront	1,023	4.6%		1.2%	92.0%	1.3%	0.7%	1.8%	3.0%
Boston: Park Square	1,007	4.5%		11.1%	72.5%	5.6%	4.8%	3.4%	2.7%
Boston: South Boston	226	1.0%	12.5%		72.5%	1.9%		13.1%	
Boston: Beacon Hill	140	0.6%	1.9%	12.2%	76.3%	7.0%			2.6%
Boston: North End	133	0.6%			73.2%	14.4%	5.8%	6.6%	
Boston: Charlestown	87	0.4%	10.2%	41.4%	38.4%			10.0%	
Newton	72	0.3%	10.9%	9.2%	79.9%				
Boston: South End	67	0.3%	5.6%	31.9%	49.0%	13.5%			
Boston: Allston/Brighton	33	0.2%	53.9%	37.3%	8.8%				
Boston: Prudential	31	0.1%			100.0%				
Watertown	30	0.1%	21.7%		78.3%				
Boston: Roxbury	15	0.1%			100.0%				
Wellesley	13	0.1%			100.0%				
Boston: East Boston	12	0.1%			100.0%				
Walpole	6				100.0%				
Waltham	6				100.0%				
Boston: Back Bay	6				100.0%				
TOTAL	22,273	100.0%	0.8%	2.0%	76.1%	3.1%	12.4%	2.1%	3.5%

Unknown 25

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MBTA Rapid Transit Survey № 172459

We at the MBTA strive to deliver reliable rapid transit service that meets your needs. This survey will help us determine how rapid transit service (Red, Orange, Blue and Green Lines) can be improved. Please answer as many questions as you can. After completing the survey, you may hand it to a survey attendant, place it in a collection box at one of the downtown stations or drop it in the mail (no stamp is needed). Your answers are confidential and you will not be put on any mailing lists. THANK YOU!

Please answer the following questions after you get on the train:

1a. Which line were you boarding when you were handed this form?

- ❑ Red Line
- ❑ Orange Line
- ❑ Blue Line
- ❑ Mattapan Trolley
- ❑ Green Line (subway only)
- ❑ Green Line B (Boston College)
- ❑ Green Line C (Cleveland Circle)
- ❑ Green Line D (Riverside/Reservoir)
- ❑ Green Line E (Heath/Lechmere)

2 ☐

1b. At what station/stop were you handed this form?

_____ 3 ☐☐☐

2a. Where did you start this trip? ("trip" refers to *this one-way trip*)

- 4-1 ❑ At home
- -2 ❑ At school
- -3 ❑ At work
- -4 ❑ At the doctor or other personal business
- -5 ❑ At a store or shopping area
- -6 ❑ At a social or recreational activity
- -7 ❑ Other _____

2b. Where is that located?

5 _____
(city/town/neighborhood, and state)

6 _____
(address or nearest street intersection or landmark)

3a. Where did you first board a public transit vehicle on this trip?

- 7-1 ❑ Where I was handed this form
- -2 ❑ At a bus stop located at _____ 8 ☐☐☐
  on route (number or name) _____ 9 ☐☐☐
- -3 ❑ At commuter rail station _____ 10 ☐☐☐
- -4 ❑ Other _____ 11 ☐☐

3b. How did you get from where this trip started to that station/stop?

- 12-1 ❑ Walked directly (from home, work, school, etc.)
- -2 ❑ Drove or rode and parked at or near station
- -3 ❑ Was dropped off
- -4 ❑ Other _____

3c. How long did it take to get to that station/stop?

13 _____ minutes

4. Approximately what time did you board this train?

14 ☐☐:☐☐ 15-1 ❑ am -2 ❑ pm

5. How did you pay your fare for *this* train trip?

- 16-1 ❑ Token(s) or adult cash fare
- -2 ❑ Adult monthly pass (circle one):
  Local Bus; Subway; Combo; Combo Plus; Zone 1 or higher 17 ☐
- -3 ❑ 10-Ride ticket (Riverside Line)
- -4 ❑ Senior citizen or persons with disabilities reduced fare
- -5 ❑ Child/student reduced fare
- -6 ❑ Visitor Passport
- -7 ❑ Other _____

6. How long did you wait at the station/stop for *this* train?

18 _____ minutes

7. At what station/stop will you get off *this* train?

_____ 19 [| | |]

8a. Where will your entire one-way trip end?

20-1 ❑ At home
-2 ❑ At school
-3 ❑ At work
-4 ❑ At the doctor or other personal business
-5 ❑ At a store or shopping area
-6 ❑ At a social or recreational activity
-7 ❑ Other _____

8b. Where is that located?

21 _____
(city/town/neighborhood, and state)

22 _____
(address or nearest street intersection or landmark)

9a. On this trip, from which station/stop will you leave the public transit *system* (not just this train)?

23-1 ❑ Where I get off this train
-2 ❑ At rapid transit station _____ 24 [| | |]
on the _____ Line 25 [| |]
-3 ❑ At a bus stop located at _____ 26 [| | |]
on route (number or name) _____ 27 [| | |]
-4 ❑ At commuter rail station _____ 28 [| | |]

9b. How will you get from that station/stop to your destination?

29-1 ❑ Walk directly (to home, work, school, etc.)
-2 ❑ Drive or ride in car parked at or near station
-3 ❑ Get picked up
-4 ❑ Other _____

9c. After you leave the public transit system, how long will it take you to get to your final destination? 30 _____ minutes

10. How many days a week do you usually use MBTA rapid transit?

31-1 ❑ Less than 1 day
-2 ❑ 1 day
-3 ❑ 2 days
-4 ❑ 3 days
-5 ❑ 4 days
-6 ❑ 5 days
-7 ❑ 6 days
-8 ❑ 7 days

11. How many trips will you make today using rapid transit, other than this one? (e.g., if you make a return trip later today, that would be one)

32 _____ other one-way trips

12. What is your age?

33-1 ❑ 17 or under
-2 ❑ 18 - 24
-3 ❑ 25 - 34
-4 ❑ 35 - 44
-5 ❑ 45 - 64
-6 ❑ 65 or over

13. Do you have a driver's license?

34-1 ❑ Yes -2 ❑ No

14. Did you have an automobile available for this trip?

35-1 ❑ Yes -2 ❑ No

15. What is your primary occupation?

36-1 ❑ Professional
-2 ❑ Tradesperson
-3 ❑ Clerical
-4 ❑ Retail/Sales
-5 ❑ Homemaker
-6 ❑ Student
-7 ❑ Retired
-8 ❑ Unemployed
-9 ❑ Other _____

16. What is your gender?

37-1 ❑ Male -2 ❑ Female

17. How many people are in your household, including yourself?
(that is, the number of people living in your apartment or house)

38 _____

18. What is your annual combined household income?

39-1 ❑ Under $20,000 -3 ❑ $30,000 - $39,999 -5 ❑ $60,000 - $79,999
-2 ❑ $20,000 - $29,999 -4 ❑ $40,000 - $59,999 -6 ❑ Over $80,000

19. How many vehicles (cars & trucks) are owned by your household?

40-1 ❑ None -4 ❑ 2 vehicles -7 ❑ 4 vehicles
-2 ❑ 1 vehicle -5 ❑ 3 vehicles -8 ❑ 5 or more vehicles

20. What are your main reasons for riding the MBTA? (Please check as many as apply.)

41 ❑ Convenience
42 ❑ Speed/travel time
43 ❑ Comfort/relaxation
44 ❑ Other _____
45 ❑ Cost of parking downtown
46 ❑ Environmentally responsible
47 ❑ Only transportation available

21. If rapid transit were not available for this trip, what would be your most likely means of transportation?

48-1 ❑ Drive alone -5 ❑ Other MBTA service (bus, commuter rail, ferry)
-2 ❑ Bicycle -6 ❑ Carpool/vanpool
-3 ❑ Private bus -7 ❑ Would not make trip
-4 ❑ Walking -8 ❑ Other _____ 49 ☐

22. Several measures of service quality are listed below. Please circle a number after each measure to indicate how you feel about the service on *this* rapid transit line. (Leave blank if not applicable.) **Then, place a check mark beside the 3 measures most important to you.**

		very poor		average		very good	✔
50	Station condition	1	2	3	4	5	62 ____
51	Station cleanliness	1	2	3	4	5	63 ____
52	Parking availability	1	2	3	4	5	64 ____
53	Personal safety at station/on train	1	2	3	4	5	65 ____
54	Vehicle security at lot/garage	1	2	3	4	5	66 ____
55	Cleanliness of trains	1	2	3	4	5	67 ____
56	Reliability (I can count on getting there on time)	1	2	3	4	5	68 ____
57	Explanations of delays	1	2	3	4	5	69 ____
58	Announcement of station stops	1	2	3	4	5	70 ____
59	Availability of seating	1	2	3	4	5	71 ____
60	Frequency of service	1	2	3	4	5	72 ____
61	Travel time/speed	1	2	3	4	5	73 ____

23. Have you ever complained to the MBTA in writing or by phone?

74-1 ❑ Yes -2 ❑ No

If yes, did the MBTA respond within 2 weeks? 75-1 ❑ Yes -2 ❑ No
was your complaint handled satisfactorily? 76-1 ❑ Yes -2 ❑ No

Comments/Suggestions:

Massachusetts Bay Transportation Authority
William F. Weld, Governor; Paul Cellucci, Lt. Governor;
James J. Kerasiotes, Secretary and MBTA Chairman;
John J. Haley, Jr., General Manager

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